

Problem	Possible Solution
<p><i>When you enter your user name and password, a screen comes up, saying:</i></p> <p>Authorization Required</p> <p><i>This server could not verify that you are authorized to access the document you requested. Either you supplied the wrong credentials (e.g., bad password), or your browser doesn't understand how to supply the credentials required.</i></p>	<p>This is the most common error message. Most likely you misspelled your user name or password (or both). Click on the browser's "Refresh" button to go to the web site again. When the password window appears again, verify the user name is correct and type in the password. Be careful to spell the password correctly.</p>
	<p>Another common mistake is to have the "Caps Lock" activated on your keyboard. Your user name and password should be all lower case and have no spaces (unless specifically directed otherwise by the administrator). Type in the information again and make sure everything is lower case.</p>
	<p>Another simple reason is because you are not using a "modern" browser. If you are not using Netscape Navigator 2.01 (or better) or Microsoft Internet Explorer 3.0 (or better), then download the latest browser from one of these two companies.</p> <p>Sometimes just closing your browser and opening it again will do the trick. Be sure to close it completely, not just minimize it and maximize it again.</p> <p>A fifth possibility is the cache on your browser has become corrupted or your connection to the "outside" has gone dead. Clearing your cache should determine if either is the case. To do this, go to the "View" menu and choose "Options." Once in "Options," click on the "Advanced" tab, then the "Settings" button. Click on the "Empty Folder" button, and then choose "Yes" when it asks if you want to remove all the files in the Temporary Internet Files folder. Click "OK" twice to completely close the "Options" window. If you can now enter the web site, your cache was the problem.</p>