



PowerPlan Cloud

Trouble Logging In



Last Revised: May 15, 2020

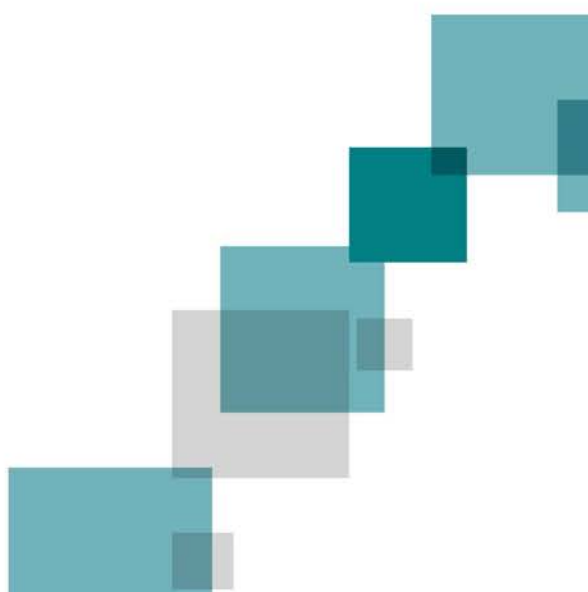
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Having Trouble Logging In?

Please try these initial troubleshooting steps.

*If you are still unable to access the system, please see the section **I Am Still Unable to Login** below.*

1. Please first clear your web browser's cache and try in-private browsing/incognito mode. If you are receiving a specific error, please see the help sections below.
2. I forgot my password

Please see the Reset Password instructions under the "I Am Still Unable to Login" section.

3. I am receiving the error: **"The user name or password that you entered is not valid. Try typing it again."**.

This issue is commonly resolved by confirming the user name and password are being entered correctly. Please enter the domain before the user name (e.g. train\jdoe), double-check the spelling of the user name, and ensure there are no trailing white spaces after the user name or password.

Domain\user name:

Password:

4. I am receiving the error: **"Your password is expired. Click [here](#) to change it."**.

This message is expected after a password reset or when new account is created. Please click the link to create your new password.

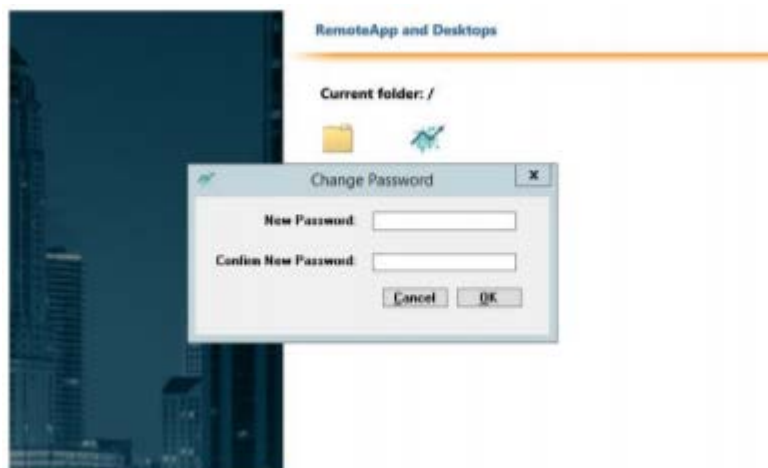
5. I am receiving this error: **"Your computer can't connect to the remote computer because authentication to the firewall failed due to missing firewall credentials. To resolve the issue, go to the firewall website that your network administrator recommends, and then try the connection again, or contact your network administrator for assistance."**.

Please see the "I am still unable to login" section.

6. I am seeing a second login page after initial login
 - a. If you are seeing the below login menu after logging in through the portal and clicking the PowerPlan icon, please reach out to your application administrator to correct the details of your account.



- b. If you are seeing the “change password” menu, please email support@powerplan.com with a screenshot and details on the issue for assistance.



I Am Still Unable to Log In

1. I would like my password reset.

Please send an email to support@powerplan.com with the details listed below and request a password reset.

User Name:

Full name:

Email:

2. I am still unable to log in.

Please send the following details to support@powerplan.com for assistance.

- Screenshot of the issue (preferably full screen).
- Which link are you using to access the application?
- Which web browser are you using?
- Are other users experiencing the same issue?
- When was the last time you were able to login?