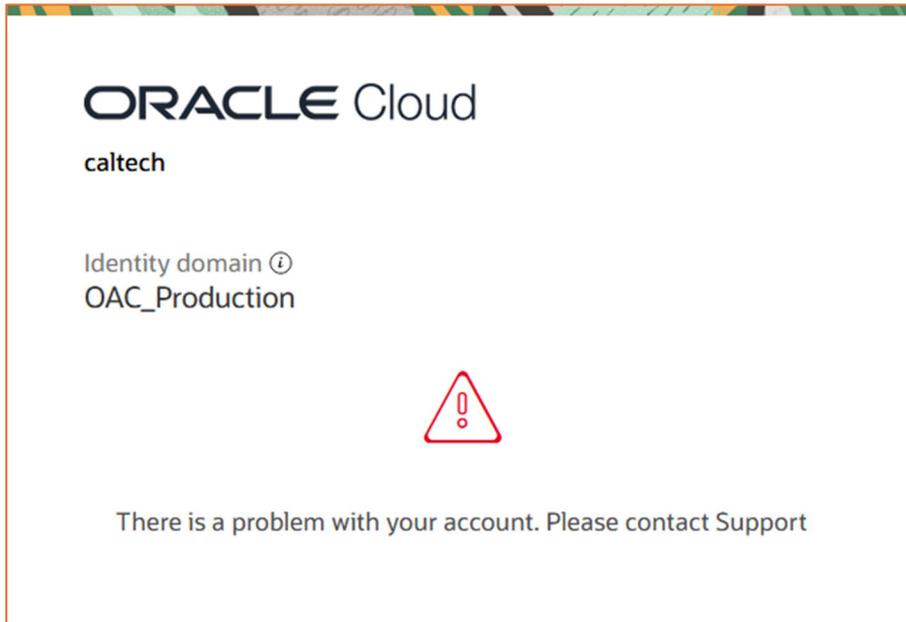


Error: *There is a problem with your account. Please contact Support.*



Cause: The user doesn't fully close the browser app at the end of each day and then attempts to login the next day from the same browser.

Solution: Have the user completely close the browser (not just the tabs or windows). In addition, if the user has another browser app open from which they had attempted to login to OAC, have them completely close that browser as well.

Let them know that this issue comes up when they do not close the browser at the end of their working day. If they close it each day (or first thing the next day, if they forgot to the day before), they will no longer see the error message.

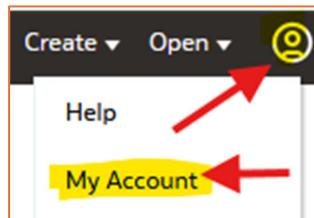
Error: *You do not have sufficient permissions to use this application.*



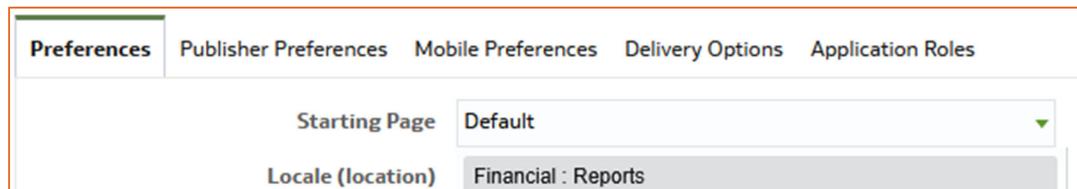
Cause: The user had changed the default *Starting Page* in OBIEE. The URLs used for OBIEE are no longer valid.

Solution: Get the Caltech OAC Home Page URL and then provide these steps to the user:

1. Login to access.caltech and click on the *Data Warehouse (OAC)* link.
2. When prompted, enter their access.caltech username and password.
3. After the error appears, use the URL to access the default home page.
4. In the upper right corner click on the *My Profile* and select *My Account*.



5. A pop-up will appear and the user will be on the *Preferences* tab.
6. In the first item, *Starting Page*, select *Financials - Report*.



7. Click on the *OK* button in the bottom right corner.
8. Go back into *My Profile > My Account*.
9. Change the *Starting Page* back to *Default* (the first item in the list).
10. Click on the *OK* button.

11. Sign out of OAC (*My Profile > Sign Out*).
12. Close any open OAC tabs in the browser.
13. From [access.caltech](https://access.caltech.edu) log back into OAC.
14. Confirm that instead of the error the user now sees the default Caltech OAC Home Page.