

# LDAP Issue and How to Solve It

An LDAP error is akin to a username/password error and they can occur for a variety of reasons but predominantly it happens when either a username or password is entered incorrectly.

## How to Fix the Issue

Step 1– Clear Browser and cookies in cache. Instructional links in the blue circles.

Step 2– Power Cycle (Shut Down) your device, once shut off wait 30 seconds before starting it. Instructional links in the green boxes

Chrome



Google

Mozilla Firefox



Mozilla's Site

Mac/Safari



Apple's site

MAC



How to Power Cycle

PC



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