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 reason but predominantly is happens when either a username or password is entered incorrectly.

How to Fix the Issue

Step 1– Clear Brower and cookies in cache. Instructional links in the blue circles.
Step 2– Power Cycle (Shut Down) you device, once shut off wait 30 seconds before starting it. Instructional links in the green boxes.

MAC

How to Power Cycle

PC

How to Power Cycle