Error Handling Login Page

Errors may occur when logging in to **Scheer PAS** *BPaaS.* In this case, appropriate error and notification messages are displayed on the login page.

Overview of the Notes on the Login Page

The following table can be searched. Enter your search term in the **Global Filter** field.

Message	Possible Reasons	Troubleshooting	Further Information
Account is disabled, contact your administrator.	Your user account for **Scheer PAS** has been disabled.	Contact a system administrator who can check your access and enable your account if necessary.	• Login
Action expired.	You have requested a new password via the link **Forgot Password,** received an email with a reset link but the link is not workuing any more.	The sent link is only valid for 15 minutes. If the link has expired, please use the **Forgot Password** link on the login page again.	• Login
An email to reset your password has been sent.	You have requested a new password via the link **Forgot Password**.	Check your email inbox. You have received an automatic email from the system that includes a link. Via this link you can assign a new password.	• Login > Forgotten Password
An error occurred, please login again through your application.	You have entered your password incorrectly several times.	Reload the login page and try to log in again.	• Login
Enter your login name. You will receive an email with further instructions.	You have used the **Forgot Password** link on the login page.	• The link to change your password is sent by email. Please note that the sent link is only valid for 15 minutes. • If the link has expired, use the **Forgot Password** link on the login page again.	• Login > Forgotten Password
Invalid username or password	You have entered your login data.	Check your entries for typing errors and pay particular attention to upper and lower case.	• Login
Login timeout. Please log in again.	You have left the login window open for more than 30 minutes without any action.	Reload the page (press F12) and try to log in again.	• Login
Please specify username.	You have used the **Forgot Password** option and pressed the button **Send New password** without entering your username.	Please enter your username before using the **Send New Password** button.	• Login
You are already logged in.	You have used the **Back** button in your browser.	Use the **Next** button in your browser to access the system.	• Login
Your login attempt timed out. Login will start from the beginning.	Your current session has expired.	Log into the system again.	• Login