Symptom

- We get the following error message when accessing Connexion: **Authorization Failed - Authorization or Password Incorrect**.

Applies to

- Connexion Browser

Resolution

This error is a standard login failure message for Connexion. There are a few different potential fixes:

- Check to make sure you are using the correct password. If you don't know the password, contact OCLC Support with your name, library symbol and the authorization number you are trying to log in with. The person whose name is associated with the authorization number is the one who must call.
- Confirm with your Accounts department that you have paid the subscription