Why can I not log into Connexion with my authorization?

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Symptom

• Authorization Failed - Authorization or Password Incorrect

Applies to

• Connexion client all versions
• Connexion browser

Resolution

1. Ensure you are using the correct authorization format with hyphens: 100-XXX-XXX
   If you have the authorization spaced out without hyphens, it will fail to log you in.

2. Double-check you are entering the correct password. If you do not know the password, contact OCLC Support with the authorization and your OCLC symbol.