Why can I not log into Connexion with my authorization?

Symptom

• Authorization Failed - Authorization or Password Incorrect

Applies to

• Connexion Client
• Connexion Browser

Resolution

First ensure you are using the correct authorization format:

1. Authorization with hyphens: 100-XXX-XXX
2. Authorization without hyphens: 100XXXXXX

If you have the authorization spaced out without hyphens, it will fail to log you in.

Additional information

If you are still unable to log in, 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.