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
- 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.