Sign-on Issues

This user guide is to help users troubleshoot problems when they have difficulties accessing or signing on to the PASRR portal.
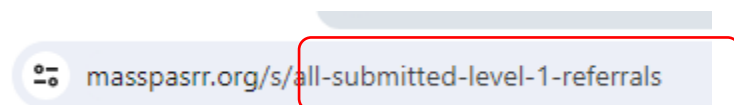
Step 1: Check the Link You Are Using

You may be accessing the portal via an incorrect bookmark (maybe a Microsoft URL).
Please use https://www.masspasrr.org

Please note: If you bookmarked the link in an open session, the path will contain extra characters and the link will not open.

*Example of a URL that will **not** work:*

Step 2: Try a Different Browser

The portal works best in Google Chrome or Microsoft Edge. It is not compatible with Safari.

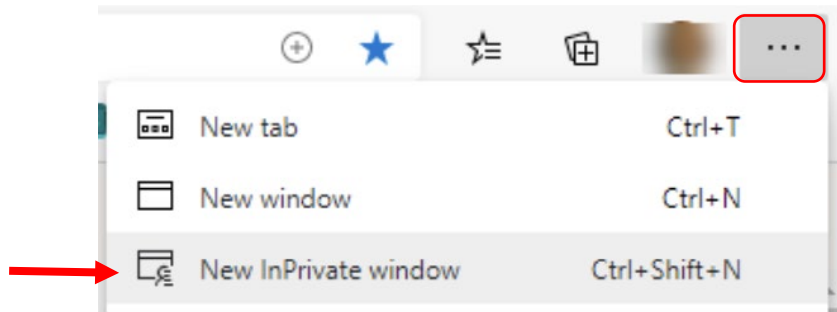## Step 3: Refresh the Page (click the icon in the browser bar)

Step 4: Try Using an Incognito or inPrivate Window

An inPrivate (Edge) or Incognito (Chrome) window will allow you to open the account without stored information pulling in.
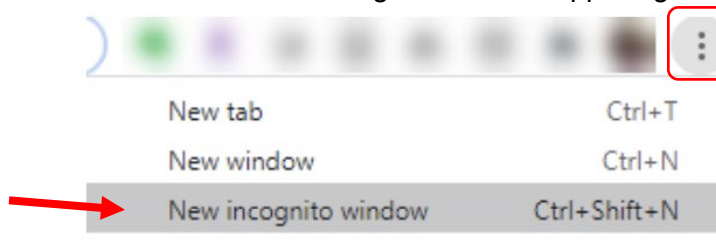
Microsoft Edge

In Edge, click the settings icon in the upper right corner and select "New InPrivate window".

Google Chrome

In Chrome, click the settings icon in the upper right corner and select New Incognito Window

Step 5: Clear Cache and Cookies

Google Chrome:

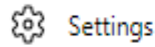Click on the menu icon.

Click on "clear browsing data."

Microsoft Edge:

Click on the menu icon

Click on "Settings" in the menu

⚙ Settings
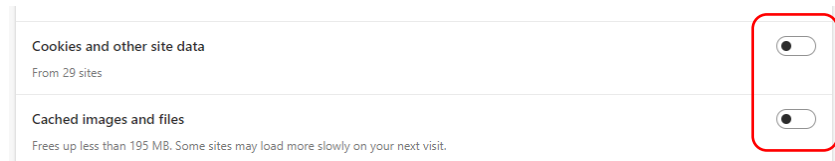
On the left side of screen, choose "Privacy, search, and services"

🔒 Privacy, search, and services
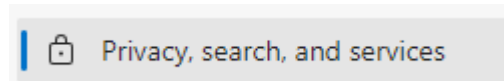
Expand the "Clear browsing data" section

Clear browsing data

This includes history, passwords, cookies, and more. Only data from this profile will be deleted. Manage your data

Clear browsing data now	Choose what to clear
Choose what to clear every time you close the browser	>
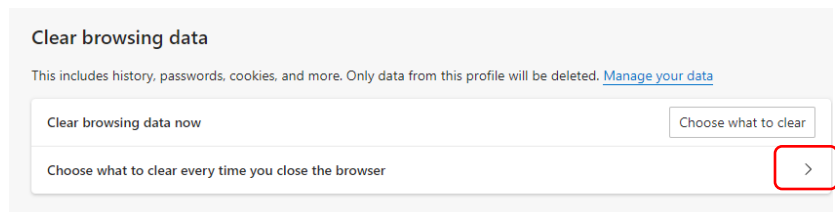
Choose "Cookies…" and "Cached images…" to clear

Cookies and other site data
From 29 sites

Cached images and files
Frees up less than 195 MB. Some sites may load more slowly on your next visit.
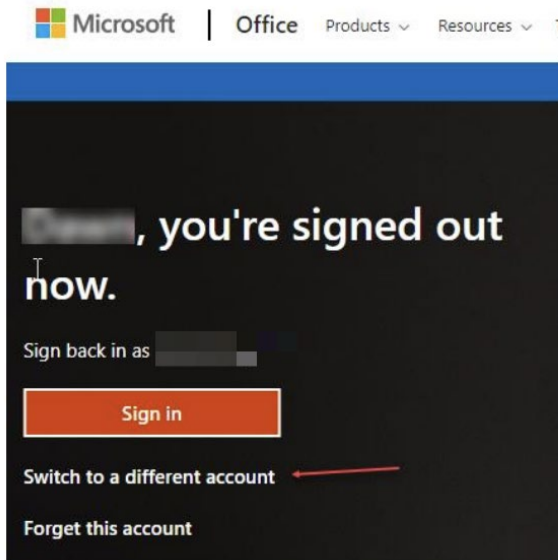
Step 6: Log Out of Microsoft Office Online/Switch Microsoft Account *(for users who have more than one Microsoft Account)*

1. In the upper-right-hand corner of your web browser, select your picture or initials.
2. Select **"Sign out."**

? JT

My account ✕

JT ▓▓▓▓▓
   ▓▓▓▓▓ @outlo...
   My profile
   My account
   Sign out

⚙ ? 👤

Sign out
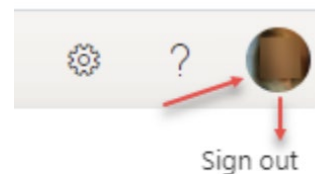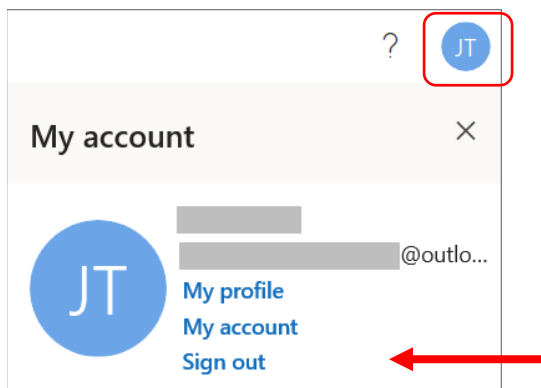
3. Switch to a different account.

If You've Been Locked Out of Single Auth for Too Many Failed Tries:

Single Auth will lock a user out for only 15 minutes. Please wait and try again.

If You Receive a Message When Logging in Noting:

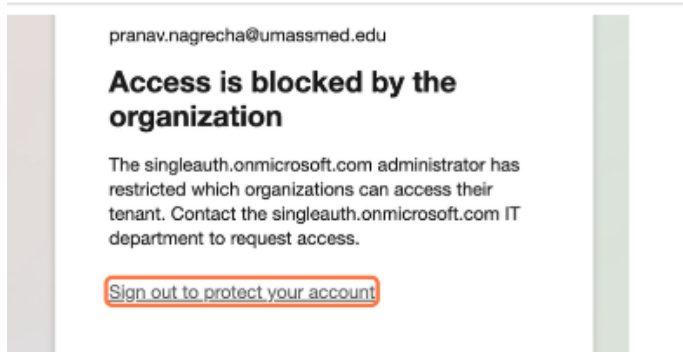## "Selected user account does not exist in tenant"

Confirm you are using the maspasrr.org account provided to you. If you are not, click on "+ Use another account" and enter your maspasrr.org username.
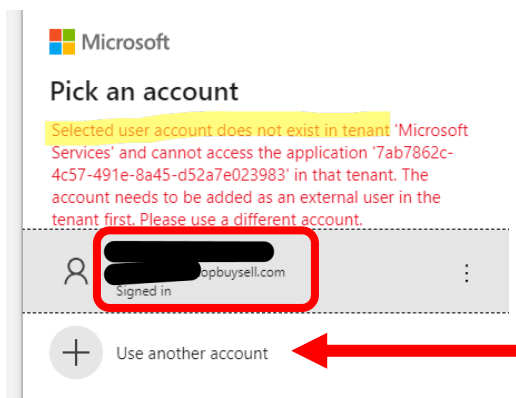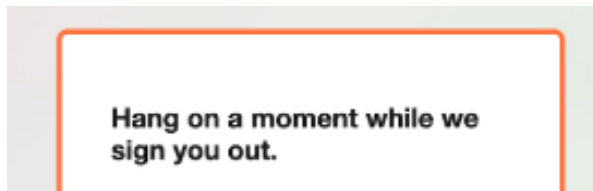

Wrong Email Address

"Access is blocked by the organization"

1. Click on "Sign out to protect your account."

2. Sign Out

3. Close your browser and try again.

If None of the Above Suggestions Resolve Your Issue:

Please open a case with our ForHealth Consulting Salesforce Team by using this form to open a case.