

Site Access Error Messages

Last Modified on 11/18/2025 1:25 pm PST

These messages appear when there's an issue accessing the site or signing in. Review the details below to understand each error and how to resolve it.

Page Not Found

- The page doesn't exist or the link is incorrect.
- Check the URL or navigate from your dashboard.

PAGE NOT FOUND

We're sorry, the page you requested could not be found.

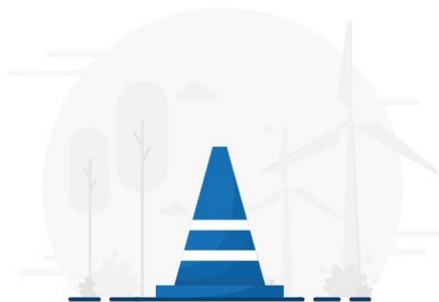


Forbidden (Access Denied)

- You don't have permission to view this page.
- Contact your administrator if you think this is an error; they can send you a new link.

FORBIDDEN

Sorry, You do not have the permission to access this page.
This may be a result of you joining your organization after this site was created.
If you believe this message to be an error, please contact your administrator



Return to the [previous page](#)

SSO - Trouble Signing In

- Sign-in failed with your single sign-on (SSO) provider.
- Close all browser tabs and try signing in again, or contact your administrator if the issue continues.

Example SSO login error — applies to all providers.

TRB-QA-Prod-Master-SSO1

Sorry, but we're having trouble signing you in.

AADSTS50105: Your administrator has configured the application TRB-QA-Prod-Master-SSO1 ('a785d644-6d97-4f90-92f2-85b468241d52') to block users unless they are specifically granted ('assigned') access to the application. The signed in user 'it-test1@totalrewardssoftware.com' is blocked because they are not a direct member of a group with access, nor had access directly assigned by an administrator. Please contact your administrator to assign access to this application.

- **Note:** If you continue to experience issues, try clearing your browser cache, using a different browser, or contacting your administrator for assistance.
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