

Problem of connection to the 3DEXPERIENCE Platform



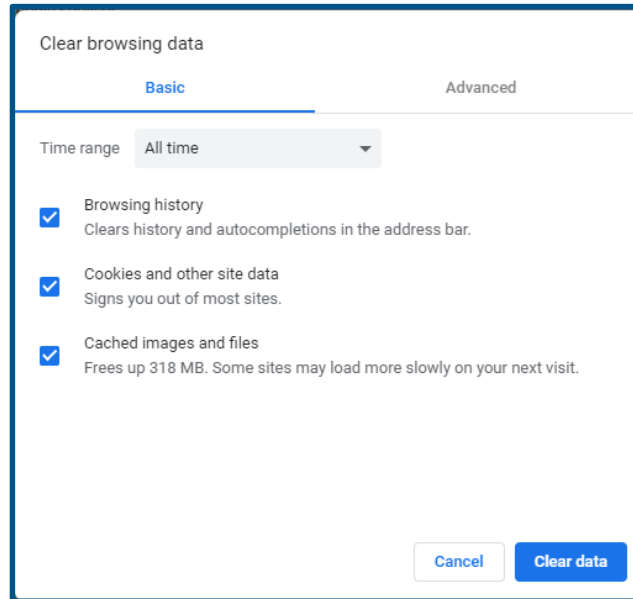
Process to follow

3DEXPERIENCE®

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What to do ? – Step 1

Before all, you need to clean your caches in your browser.



It works 😊

It does not work 😞



What to do ? – Step 2

- ▶ Verify with your DSXClient Care & Order **Security Administrator** :
 - ▷ The email address recorded in your profile
 - ▷ If a role is attached to your profile

If everything is correct and if it still does not work 😞



What to do ? – Step 3

Send an email to your **CPE contact** of your Geo to ask her/him to open an ITWEB (incident & problem management process)

2 points are mandatory to open the ITWEB:

- Detailed description of your problem
- Screenshot with the message

