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