Why can I not log into Connexion with my authorization?

Last updated: Mon, 02 May 2022 15:58:52 GMT

Symptom

• Authorization Failed - Authorization or Password Incorrect

Applies to

• Connexion client all versions
• Connexion browser

Resolution

1. Ensure you are using the correct authorization format with hyphens: 100-XXX-XXX

If you have the authorization spaced out without hyphens, it will fail to log you in.

2.) 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.