

Troubleshooting FAQ – Error Messages and Resolutions

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Common Error:



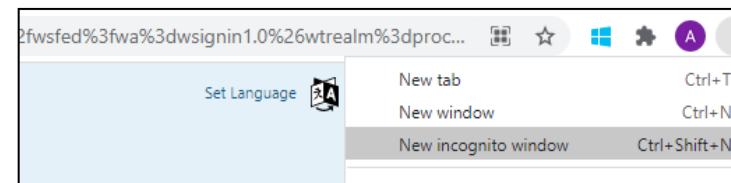
Sign in

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

AADSTS50020: User account 'ritika.thakur@****.com' from identity provider 'https://sts.windows.net/4f6e1565-c2c7-43cb-8a4c-0981d022ce20/' does not exist in tenant 'Petroleum Deepwater' and cannot access the application 'https://petdw.crm.connect.aveva.com/ProConContractorIdSrv/issue/hrd'(AVEVA CONTRACTOR) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.

Resolution Option 1: Open a new browser in private viewing / incognito mode and try logging in again.
Select your company email credentials.

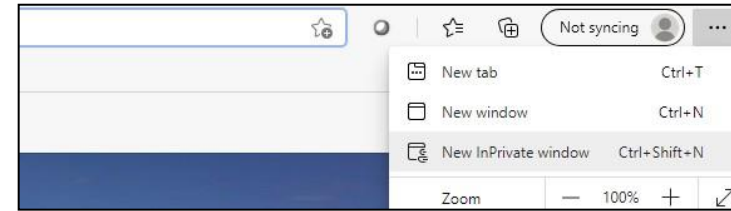
Chrome: To activate incognito mode, click on the drop down menu in the top right corner of the browser. From there, click “New Incognito Window”



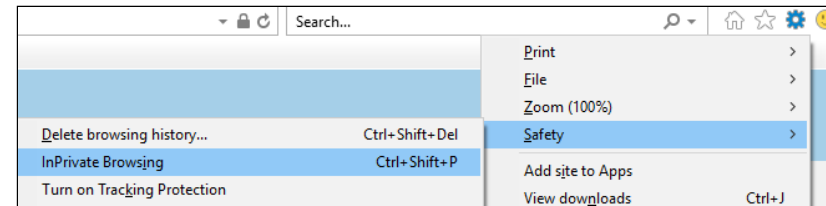
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MS Edge: To activate inPrivate mode, click on the drop down menu in the top right corner of the browser. From there, click “New InPrivate Window”



IE: To activate inPrivate mode, click on the gear button in the top right corner of the browser. From there, click “Safety” then “InPrivate Browsing”



Microsoft

Pick an account



Ritika Thakur
ritika.sliet@gmail.com
Signed in



Thakur, Ritika
ritika.thakur@***.com
Connected to Windows



ritika.thakur-
pdw@petroleumdeepwater.com



Use another account

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Resolution Option 2: Log out of other Microsoft / O365 account. Try signing in again to ProCon, and you should be prompted to select a different account to log in. Select your company email (e.g. Ritika.sliet@gmail.com) account and continue to log into ProCon.

Microsoft

Pick an account



Ritika Thakur
ritika.sliet@gmail.com
Signed in



Thakur, Ritika
ritika.thakur@***.com
Connected to Windows



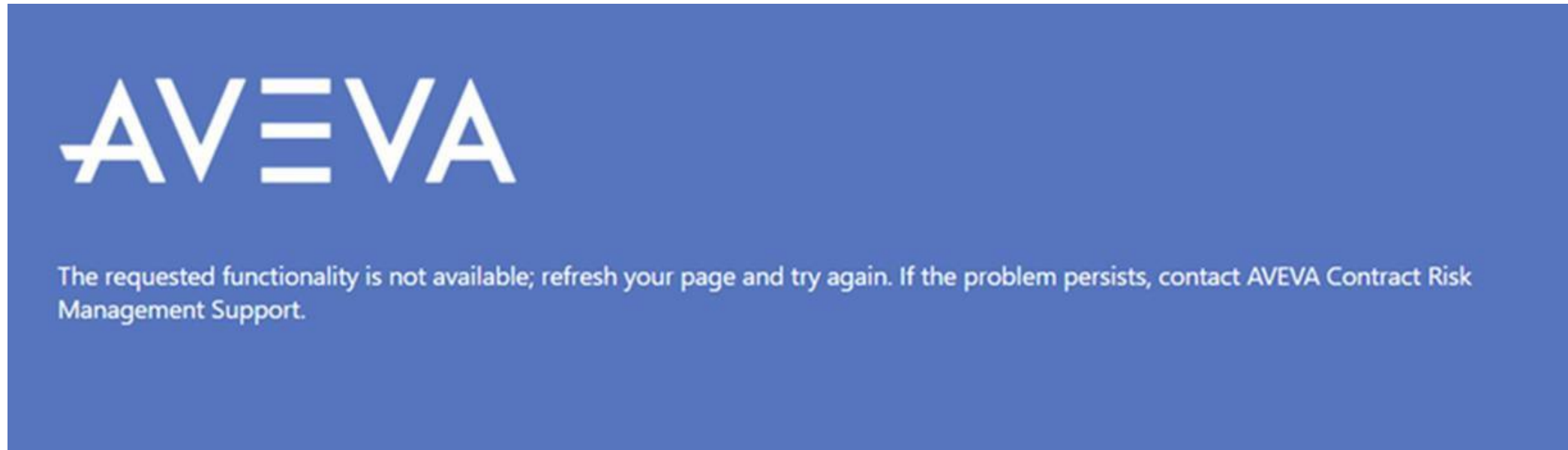
ritika.thakur-
pdw@petroleumdeepwater.com



Use another account

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Resolution: Try closing your browser, then re-open and try logging in again. If that does not work, try logging into ProCon from a different browser. If that does not work, please email: Contractriskmanagementsupport@aveva.com

Resolution: The system is trying to call the phone number provided but is unable to reach. Please contact your PETDW representative and ensure the number we have on file is a valid mobile number