

Authorization Error – Contact Your Security Administrator

You will get this error.

It has nothing to do with security or the Security Administrator.

When you do come up with this error in **Internet Explorer**, go to:

“Tools” on the browser toolbar and click “Internet Options”
Click on “Delete Files” and click “OK” in the pop-up window.
Click “OK” again on the main “Internet Options” window.
Close your browser session*.
Launch Internet Explorer again, and return to the MaineStreet portal.

When you do come up with this error in **FireFox**, go to:

“Tools” on the browser toolbar and click “Clear Private Data**”
Close your browser session*.
Launch FireFox again and return to the MaineStreet portal.

*If you have several sessions open, YOU MUST CLOSE ALL OF THEM.

**To set your “Clear Private Data” settings, click on “Tools”, “Options”, “Settings” under the “Private Data” section. Click on all boxes that apply to what you want to delete with the command “Clear Private Data” mentioned above.

REMEMBER: Always use the “Return to Portal” link on the MaineStreet Menu BEFORE you attempt to “Sign Out” of MaineStreet.

The screenshot shows the MaineStreet portal interface. At the top right, there are links for "Home", "Add to Favorites", and "Sign out". The "Sign out" link is circled in red. On the left side, there is a "Menu" section with a search bar and a list of navigation items. The "Return to Portal" link at the bottom of the menu is also circled in red. The main content area is titled "Campus Community" and contains several sections: "Student Services Ctr (Student)", "Personal Information", "Personal Information (Student)", "Checklists", "Communications", "Comments", "3C Engine", "Service Indicators (Student)", and "Organization".