

Troubleshooting for Registered International Agents

Version 12

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Below are sample error messages or issues you may come upon.

If you encounter any of them, please try the tips below:

Multiple Microsoft Accounts Error

Possible Solutions:

- Try opening a “private” window in one of the following recommended browsers. Below are links to instructions for some of the more widely used browsers:
 - [Google Chrome](#)
 - [Mozilla Firefox](#)
 - [Apple Safari](#)

Not Recognizing Username and/or Password

Possible Solutions:

- Make sure you are entering your assigned username (firstname.lastname@senecacollege.ca)
- Copy and paste your password from the instruction email
- Double-check the password that was provided in the email sent from Seneca
- If you have tried more than five times, your password may be locked. Please wait 10 minutes before trying again.

Token Renewal Failed Error

Possible Solutions:

- Try allowing third party cookies, below are links to instructions for some of the more

widely used browsers

- Google Chrome
- Mozilla Firefox
- Apple Safari

tags : registered-agent