HOW DO I...



A Quick Lesson for ProjectSolve^{SP} Users

Getting "Access Denied. Contact Administrator" when you know you have access?

Likely an older credential is stuck.

If it's while working in an Office file, you may need to clear the cache settings within that application.

While in Word or Excel, you'll need to click on the FILE tab in the upper left, select OPTIONS in the lower left, then select SAVE (5th option on the left), then scroll down to select the [CLEAR CACHE] button.

If this issue continues, and you're good at always pressing SAVE before closing a file, then it's recommended to check the checkbox to "Delete file from the Office Document Cache when they are closed" option.

ord Options		?		
General	AutoSave files stored in the Cloud by default in Word 🙂			
Display	Save files in this <u>format</u> : Word Document (*.docx)			
Display	Save <u>AutoRecover information every</u> 10			
Proofing	✓ Keep the last AutoRecovered version if I close without saving			
Save	AutoRecover file location: C:\Users\bondt\AppData\Roaming\Microsoft\Word\	<u>B</u> rowse		
Language	Don't show the Backstage when opening or saving files with keyboard shortcuts			
Accessibility	Show additional places for saving, even if sign-in may be required.			
Advanced	Save to Computer by default			
Customize Ribbon	Default local file location: C:\Users\bondt\Documents\	<u>B</u> rowse		
	Default personal <u>t</u> emplates location:		Ī	
JUICK ACCESS TOOIDAL				
Add-Ins				
	Learn more Server drafts location: C:\Users\bondt\Documents\SharePoint Drafts\			
	Preserve fidelity when sharing this document: CS Support - try one of these 🔻			
	\Box Embed fonts in the file (
	Embed only the characters used in the document (best for reducing file size)			
	Do not embed common system fonts			
	Cache Settings			
	Days to keep files in the Office Document Cache: 14			
	Delete files from the Office Document Cache when they are closed			
	Delete files in the cache that have been saved for faster viewing. This will not delete items pending upload to the server, nor items with upload errors.	Delete cached files		
		OK Car	nc	

It's best to also check and clear the settings in the Windows Credentials Manager on your machine.

- Click the Windows Start button
- Type "windows credentials" in the search field and open the program from the results

- With the Windows Credentials icon highlighted, scroll down the list until you see the URL for the site

you're having problems accessing (***.pbid.com) and/or you find the one with the username of PBSVC\...

- Click the down-arrow and click "Remove from Vault"
- Click Yes to confirm

Web Credentials	Windows Credentials	
Back up Credentials Restore Credentials		
Windows Credentials	Add a Windows credentia	
* <mark>.pbid.com</mark>	Modified: 12/16/2022 🕑	
cs.pbid.com	Modified: 3/17/2023 📀	
pim2.pbid.com	Modified: 3/10/2023 📀	
Certificate-Based Credentials	Add a certificate-based credentia	
No certificates.		
Generic Credentials	Add a generic credentia	
teamslv/teams	Modified: 12/14/2022 😔	
teamsKey/teams	Modified: 12/14/2022 🕑	
Microsoft_OneDrive_Cookies_v2_Business1_https://w	/sp Modified: Today 🕑	
Microsoft_OneDrive_Cookies_v2_Business2_https://w	/sp Modified: 3/7/2023 🕑	
Microsoft_OneDrive_Cookies_v2_Business2_https://w	/sp Modified: Today 📀	
Microsoft_OneDrive_Cookies_v2_Business2_https://w	/sp Modified: 8/31/2022 📀	
OneDrive Cached Credential Business - Business1	Modified: 8/31/2022 📀	
virtualapp/didlogical	Modified: 2/13/2023 😔	
MicrosoftOffice16_Data:SSPI <mark>:pbsvc\b</mark> ondt Internet or network address: MicrosoftOffice16_Data:SSPI:pbsvc\bondt	Modified: Today	
User name:		
Password: ••••••		
Edi Remove		
SSO_POP_Device	Modified: Today 😔	

Last, it would likely help to also clear your Browser's cache. Instructions can be found on our help site:

ProjectSolveSP Help and Training System - Clearing Browser Credentials (pbid.com)

Do a complete close of the browser, and then open a fresh one to try again.

You should be all set, but if not, please contact ProjectSolveSP@support.pbid.com.