

# HOW DO I...

## A Quick Lesson for ProjectSolve<sup>SP</sup> Users



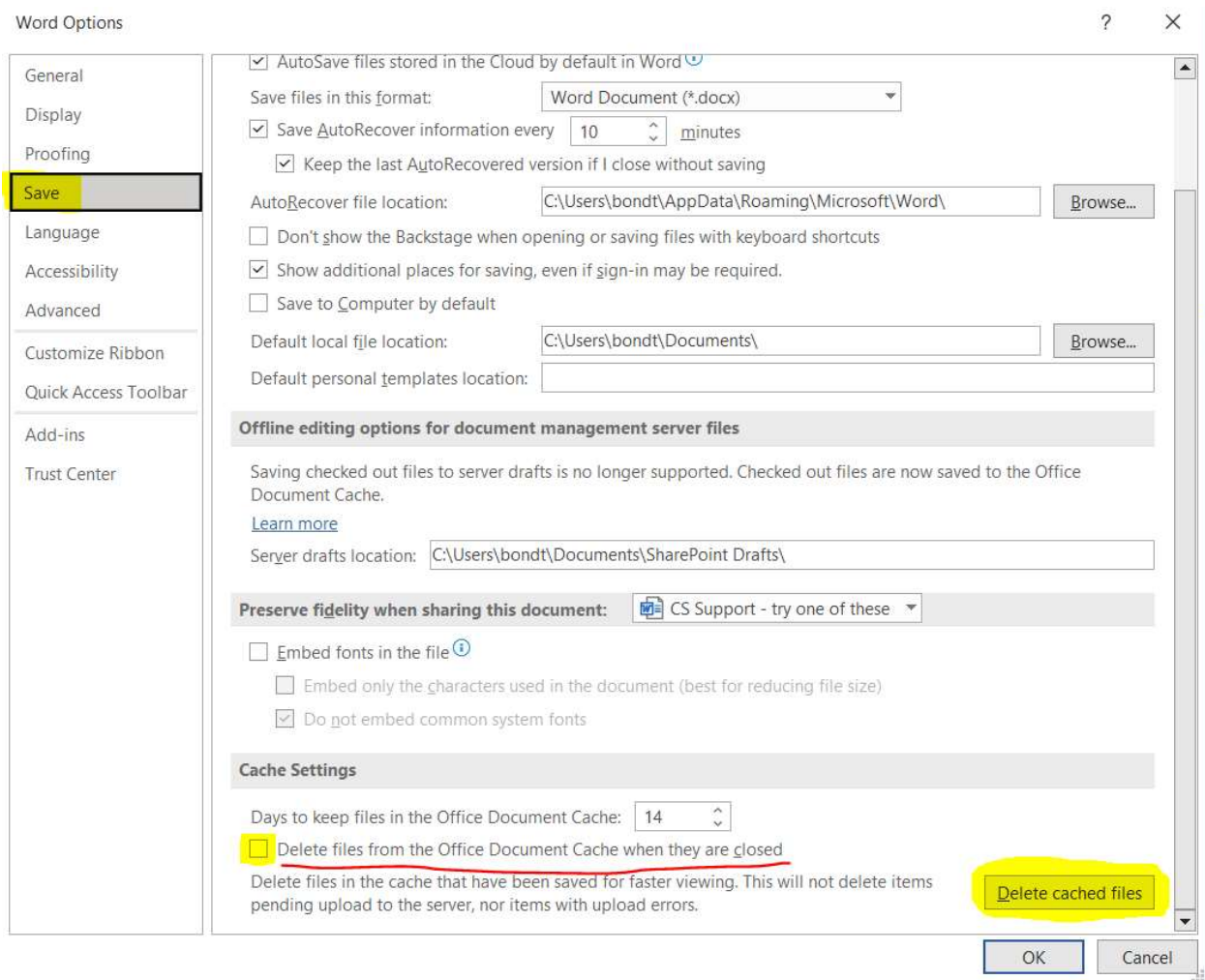
Getting “Access Denied. Contact Administrator” when you know you have access?

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 (5<sup>th</sup> 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.



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



[Back up Credentials](#) [Restore Credentials](#)

Windows Credentials	<a href="#">Add a Windows credential</a>
*.pbid.com	Modified: 12/16/2022 <input type="button" value="v"/>
cs.pbid.com	Modified: 3/17/2023 <input type="button" value="v"/>
pim2.pbid.com	Modified: 3/10/2023 <input type="button" value="v"/>
Certificate-Based Credentials	<a href="#">Add a certificate-based credential</a>
No certificates.	
Generic Credentials	<a href="#">Add a generic credential</a>
teamslv/teams	Modified: 12/14/2022 <input type="button" value="v"/>
teamsKey/teams	Modified: 12/14/2022 <input type="button" value="v"/>
Microsoft_OneDrive_Cookies_v2_Business1_https://wsp...	Modified: Today <input type="button" value="v"/>
Microsoft_OneDrive_Cookies_v2_Business2_https://wsp...	Modified: 3/7/2023 <input type="button" value="v"/>
Microsoft_OneDrive_Cookies_v2_Business2_https://wsp...	Modified: Today <input type="button" value="v"/>
Microsoft_OneDrive_Cookies_v2_Business2_https://wsp...	Modified: 8/31/2022 <input type="button" value="v"/>
OneDrive Cached Credential Business - Business1	Modified: 8/31/2022 <input type="button" value="v"/>
virtualapp/didlogical	Modified: 2/13/2023 <input type="button" value="v"/>
MicrosoftOffice16_Data:SSPI:pbsvc\bondt	Modified: Today <input type="button" value="v"/>
Internet or network address: MicrosoftOffice16_Data:SSPI:pbsvc\bondt	
User name:	
Password: ••••••••	
Persistence: Logon Session	
<a href="#">Edit</a> <a href="#">Remove</a>	
SSO_POP_Device	Modified: Today <input type="button" value="v"/>

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](mailto:ProjectSolveSP@support.pbid.com).