How do I resolve an "access denied" error message in Report Express?

Tell Me

1. Make sure you are using https://reportexpress.uncc.edu as the URL link and not using a bookmark
2. You can also use the Report Express link from my.uncc.edu
3. If you are using the correct links and still receiving an "access denied" error message you may need to use an incognito or private browser window to access Report Express

<table>
<thead>
<tr>
<th>Chrome - Incognito Mode</th>
<th>Firefox - Private Mode</th>
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<tbody>
<tr>
<td>1. Click on the Customize and control Google Chrome icon</td>
<td>1. Click on the Open menu</td>
</tr>
<tr>
<td>2. Select New incognito window</td>
<td>2. Select New Private Window</td>
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- Chrome - Incognito Mode:
  - Click on the Customize and control Google Chrome icon.
  - Select New incognito window.

- Firefox - Private Mode:
  - Click on the Open menu.
  - Select New Private Window.
Note

You may also need to clear your browser cache and cookies to resolve the access denied error message. Instructions for clearing your browser cache and cookies can be found on this FAQ.

Related FAQs

- Can I run reports from the Learning & Development Portal?
- How do I send emails from Report Express?
- How do I resolve an “access denied” error message in Report Express?
- How do I create a class list in Report Express?
- How do I access Report Express?