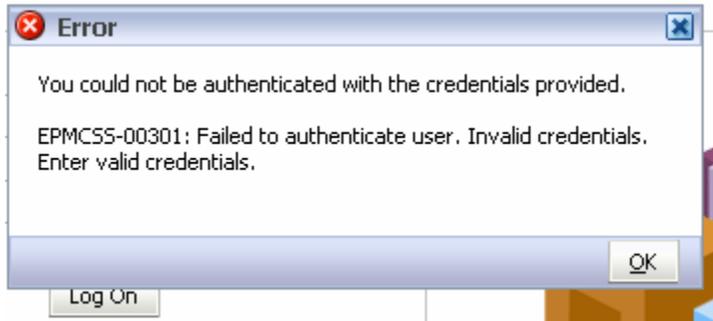


You could not be authenticated with the credentials provided.

## User Experience

At the login screen you entered your username and password. After pressing login you received such message:



## How To Solve This Problem

1. Make sure your password is correct. Try to log in to IMS application. If you are able to log in to IMS application, retry logging in to EPM 11.
2. If you cannot log into IMS application, contact help desk to unlock your IMS application username and password and try EPM 11 again.