

General error messages

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General error messages

Use an error list to read the messages the application displays together. Each supplied error value is rendered as a separate list item. Authentication status messages tell you whether the application is still checking authentication or is waiting to reconnect.

Use this page when a message appears and you need to decide whether to wait, continue, or open the related task or help page.

If you need to...	Go to
Identify the message you see	Recognize and respond to a message
Handle an error that remains on screen	When an error persists
Resolve a sign-in message	Sign in
Resolve a registration message	Create an account
Read about authentication and loading status messages	Authentication and loading messages
Read about loading and unavailable states	Loading and unavailable states
Review common application issues	Common issues and solutions
Get general help	Getting help

Before you start

Prerequisites

- If the header shows Loading... , allow the authentication check to continue.
- If the header shows Connecting... , the application is retrying authentication.

Recognize and respond to a message

Use this procedure to identify the message branch and follow the supported response.

Prerequisites

- You can see the message on the current page or in the header.

Steps

1. Read the message exactly as it appears.
2. Match the message to the action you need:

If you see...	Do this
An error list	Read each list item before deciding what to correct.
Loading...	Wait while authentication is checked.
Auth unavailable - retrying automatically or Connecting...	Wait for the automatic authentication retry.

3. Continue with the current task when the message clears.
4. Open [When an error persists](#) when the message remains on screen.

Result: You have identified the message branch and either continued when the message cleared or moved to persistent-error guidance.

When an error persists

A persistent error remains after the application has handled the action or authentication check.

What you see	What it means	Next page
One or more messages in an error list	The page received error values.	Common issues and solutions
Auth unavailable - retrying automatically with Connecting...	Authentication is temporarily unavailable and the application is retrying.	Loading and unavailable states
A sign-in error	The sign-in form owns the authentication error area.	Sign in

What you see	What it means	Next page
A registration error	The registration form owns the authentication error area.	Create an account
The application classifies 4XX responses from its authentication check as invalid		
authentication. It treats 5XX or network responses as temporarily unavailable, keeps the		
authentication token for retry, and schedules automatic retries.		

Result: You know which related page to open for the message that remains on screen.