

Help & Troubleshooting — Principal Desk

July 31, 2026

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Principal Desk

Symptom	Likely cause	Fix
You cannot complete sign-in.	A value may be missing from Enter User Name or Enter Password .	Enter both values, then select Login again.
You are not in the area needed for your work.	A different Principal Desk navigation option was selected.	Return to My Desk and select the appropriate area, such as Sales , PM , Purchasing , Warehouse , or Finance .
A selection window remains open.	The selection has not yet been confirmed.	Select the required entry, select Select , and then select Ok if a confirmation control is displayed.

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