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

Tell Me

1. Make sure you are using [https://reportexpress.charlotte.edu](https://reportexpress.charlotte.edu) as the URL link and not using a bookmark
2. You can also use the Report Express link from [my.charlotte.edu](http://my.charlotte.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

### Chrome - Incognito Mode

1. Click on the **Customize and control Google Chrome** icon
2. Select **New incognito window**

### Firefox - Private Mode

1. Click on the **Open menu**
2. Select **New Private Window**
Related FAQs

- How do I see the location of where my employees clock in/out in Kronos?
- How do I run a training status report for my staff?
- What is Report Express and Report Central and how do I them?
- How do I resolve an "access denied" error message in Report Express?
- How do I create a class list in Report Express?

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.