

# Virtual Private Network (VPN)

Virtual Private Network (VPN): Resolve access issues like 'Site Can't be Reached' errors and Forbidden messages while connected.

- [Forbidden Message](#)

# Forbidden Message

## Overview

These instructions are for when some networks cause the forbidden error message to show when trying to access the SSO Password Reset System.

## Getting Started

- The cause of the Forbidden Error could be due to being connected to a **work** or **school** network.
  - User(s) can use another network that is not a school or work network to see if that fixes the problem.
- International students will need to use a VPN with a US based IP address.