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 or MyMCC. The error message may appear as "Site can't be reached", "Can't reach this page", or "Forbidden".

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.
- Anti-virus protection is blocking MyMCC. More information can be found at MyMCC Blocked by Antivirus Software.

Revision #7
Created 13 November 2023 17:30:14 by Jeremy Lindley
Updated 21 February 2025 16:37:27 by Jeremy Lindley