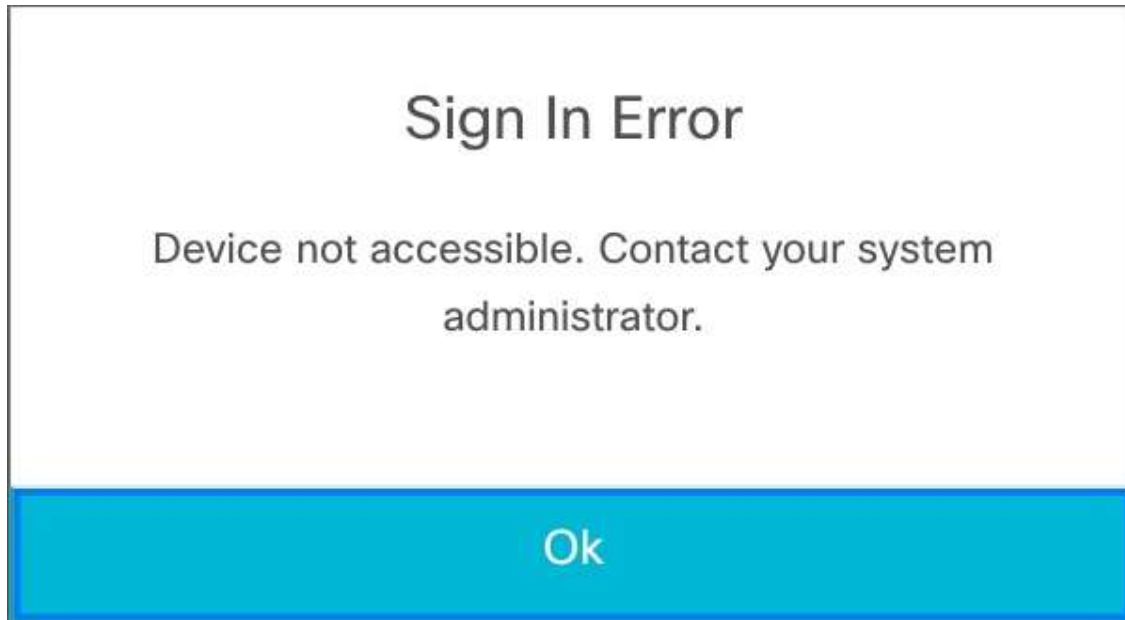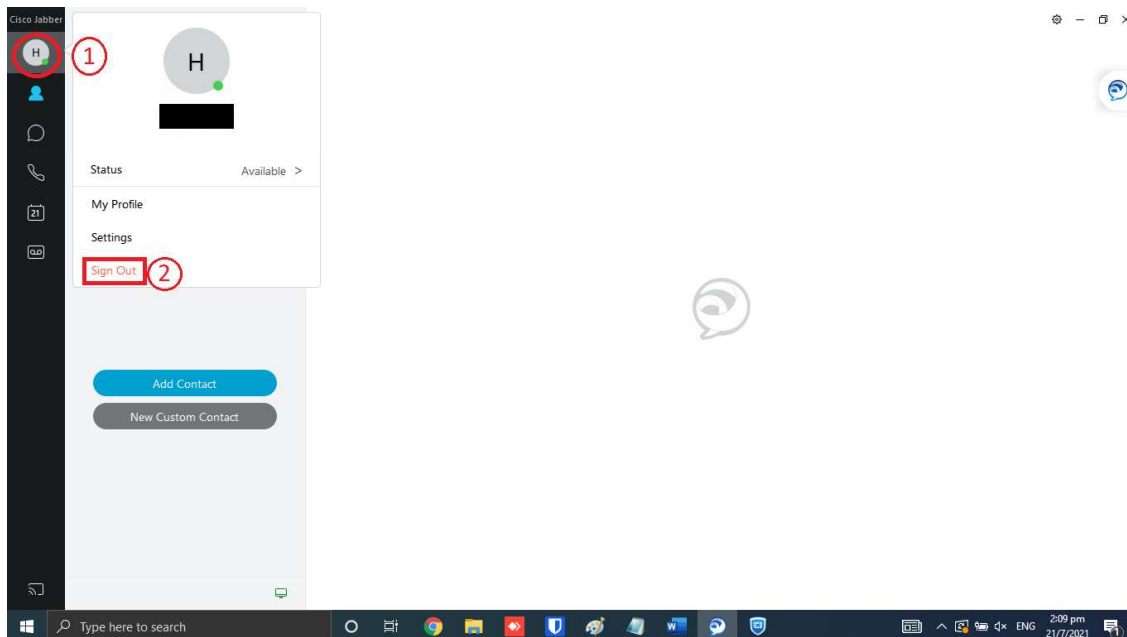# Cisco Finesse: Sign In Error – Device not accessible. Contact your System administrator.
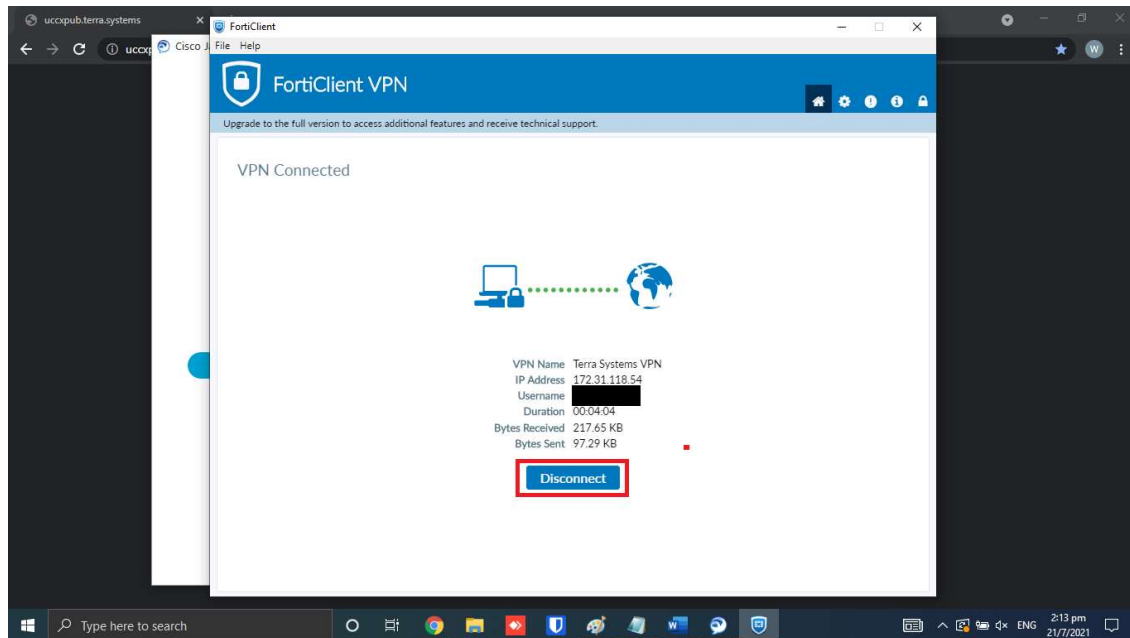


Check your VPN Connection. If you are still connected, please follow these steps:

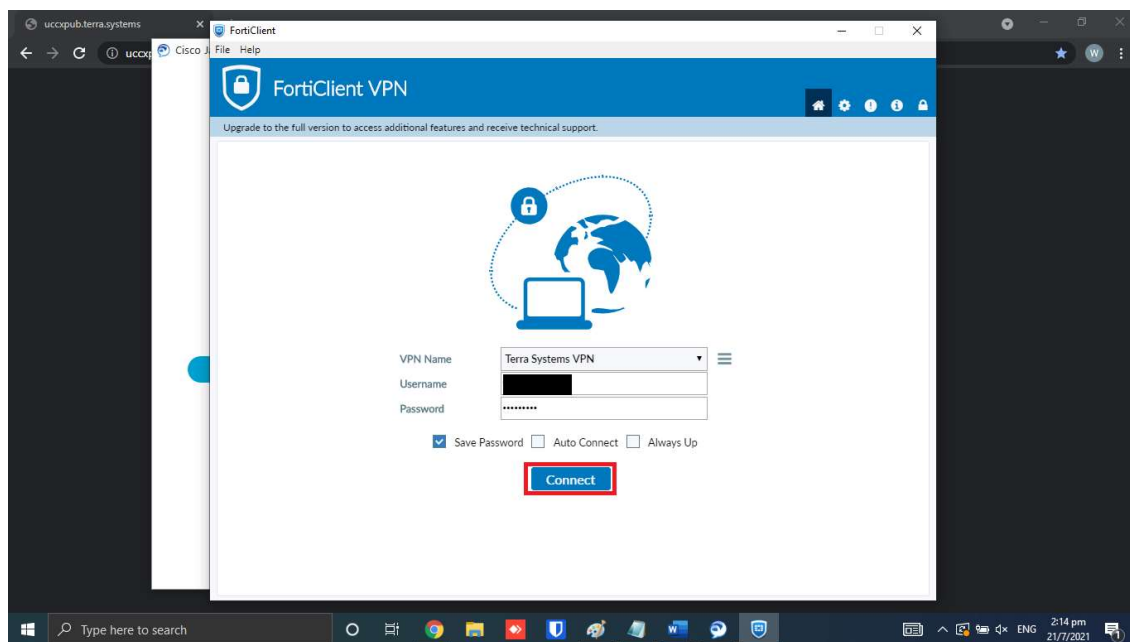1. Close your browser

2. Sign out from your Cisco Jabber

3. Disconnect from your FortiClient VPN connection
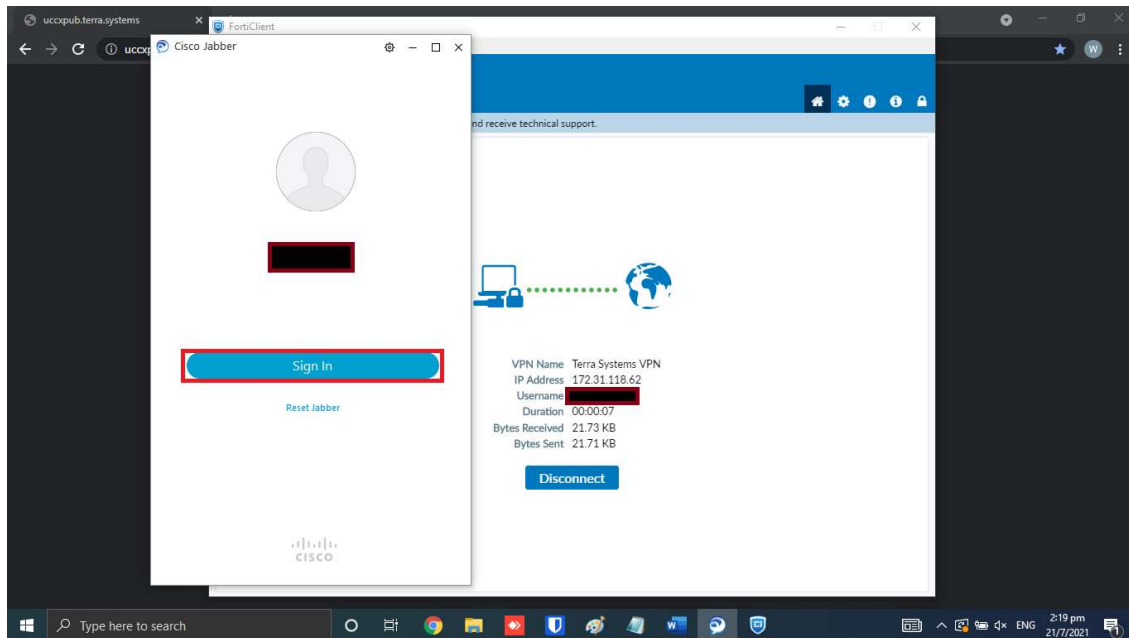


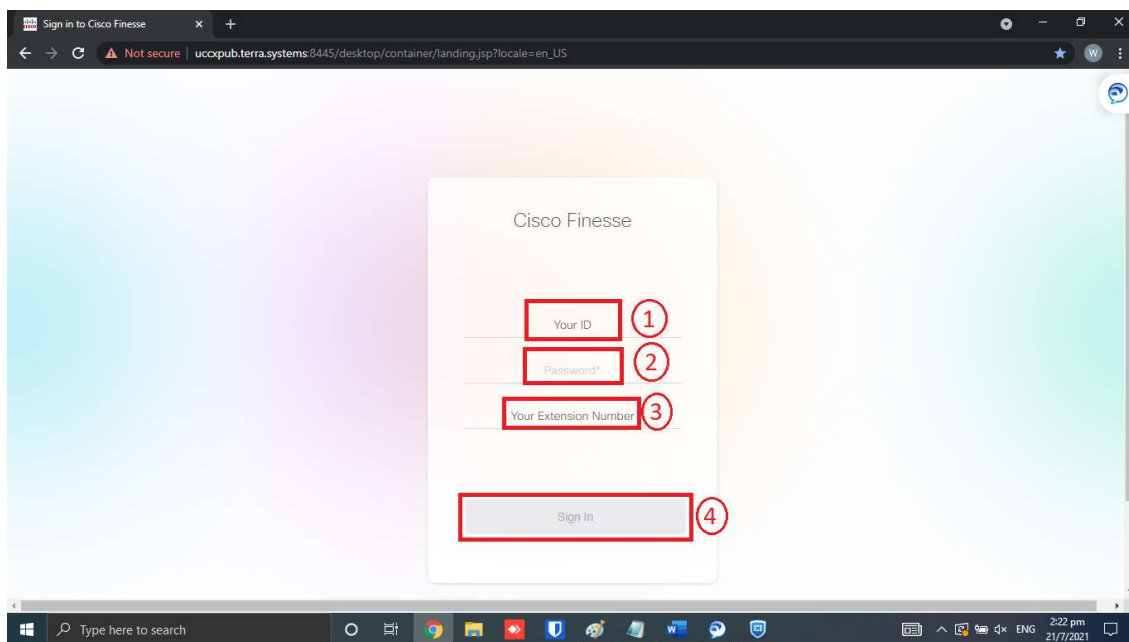4. Reconnect to the VPN

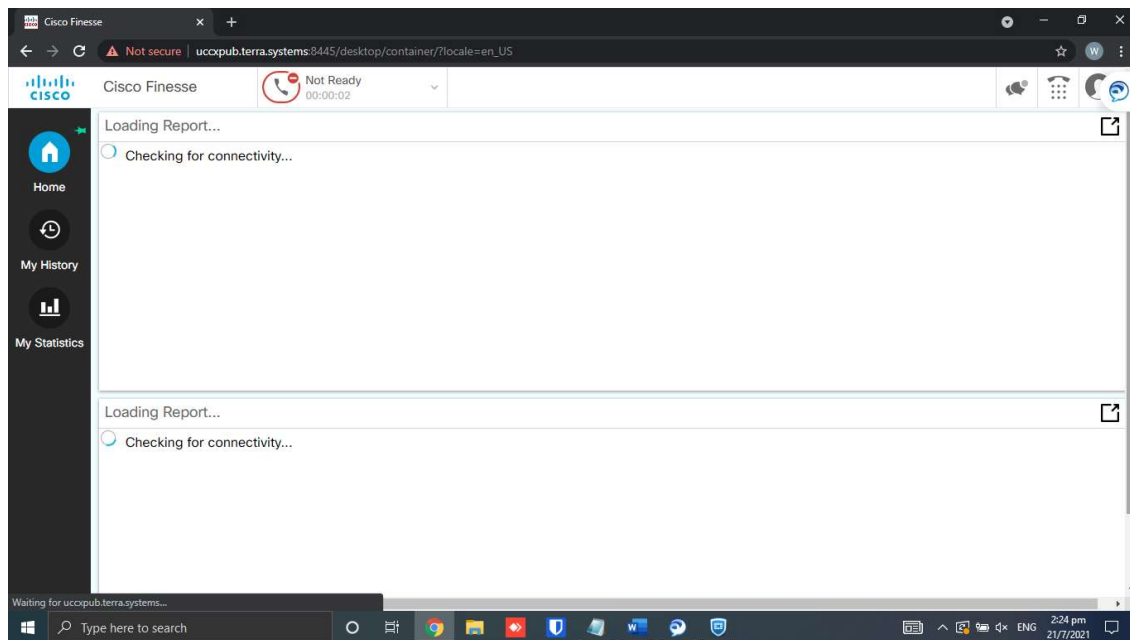5. Sign in to your Cisco Jabber account again



6. Open your browser and sign in on the Finesse webpage.

7.  It should work now.



If you are still experiencing issues, please ensure the following:

- You are logged into the correct Cisco Jabber account
- You do not have another Finesse page running in the background
- Open Finesse on a private/incognito window (Ctrl + Shift + N on Google Chrome and Microsoft Edge)
- Clear your browser cache

Should the issue persist, please inform IT on your respective **group** chat on Whatsapp and the next available engineer will try to reach out to you as soon as possible.