
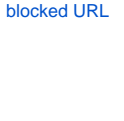










# Why I am not able to login to Got it via SSO / Direct access?

| Procedure                                                                                                                                                                                                                                                                                                             | Screenshot                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <p> <b>Problem</b><br/>If this is not the first time you access Got it! and have the error message below</p>                                                                                                                         |  |
| <p> <b>Solution</b><br/>Please follow the following steps</p> <p>1. At the Chrome browser, at the top right corner click on  Unknown Attachment</p> |  |
| 2. Select New incognito window                                                                                                                                                                                                                                                                                        |  |
| 3. Type in <a href="https://gotit.solvay.com">https://gotit.solvay.com</a> at the Address bar                                                                                                                                                                                                                         |  |
| 4. You will see Got it login page, and select "For Direct Access"                                                                                                                                                                                                                                                     |  |
| 5. You should able to login as per normal                                                                                                                                                                                                                                                                             |  |
| 6. You can now close the browser and open a new browser as per normal process to login to Got it!                                                                                                                                                                                                                     |  |