

Sinequa says I don't have access to documents

To access confidential documents, it's need to open a ticket on Freshdesk requesting the access: <https://sbs-support.solvay.com/helpdesk>

In case you already requested access to see confidential documents in Sinequa, when trying to open a confidential document it'll request your login and password.

The login and Password is key sensitive, meaning that if you make a mistake or don't use you exactly login ID, Sinequa will show you the message below:



The user [REDACTED] has no access to the document.

To fix this issue, you'll need to clean up your cookies to delete the saved passwords and then try again, making sure you don't make mistakes, remember it's key sensitive.

After you included your correct login and password, It will be recorded in the cookies, then until the browser be updated or cookies deleted, and you don't need to include it anymore.