

# Login issue to SAC

## Step-by-step guide

**Example 1: 10395621:**

**Issue:** SAC is not able to connect to WBP system, here is the error screen shot.



We couldn't connect to your BW system. Please ask your administrator to check that third-party cookies are not blocked, and that CORS is configured correctly.

1 min ago

**Resolution:** User id locked in WBP system, so that SAC is unable to connect to WBP. So we need to unlock the user in the WBP system.



## Related articles

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- [SNC UPDATE](#)
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