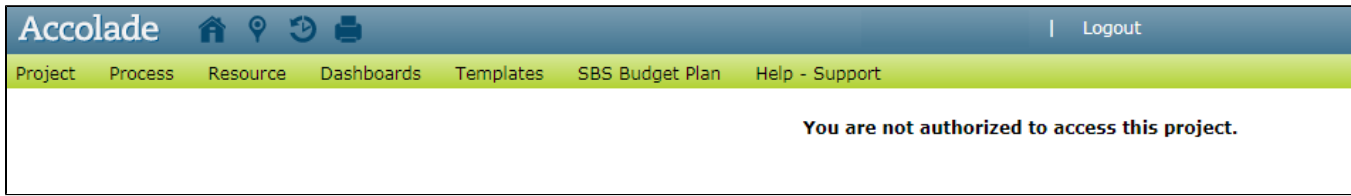


You are not authorized to access this project

I can't open a project in Chrome and in Internet Explorer and I get the follow message



Solution

[Delete Temporary Internet Files, Cookies, and Browsing History of the Browsers \(Chrome and Internet Explorer\)](#)

Check if it is cache issue

If Accolade is working fine for you on incognito mode but not authorize in normal mode, means there is an issue of cache management in chrome.

Before deleting temporary internet file, we can check if the issue from the cache or not by opening accolade incognito mode.

> on chrome browser press CTRL+SHIFT+N
or menu as below screenshot

[blocked URL](#)

Other related content

- [Abbreviations for WEGO used in Accolade](#)
- [I can't connect to Accolade](#)
- [I can't open a Biarritz \(SBS\) Template in Chrome](#)
- [I can't see a project in "My Projects"](#)
- [I can't see any data when I open a deliverable/template in WEGO](#)
- [Start using iFlex](#)
- [The Biarritz \(SBS\) Accolade menu has disappeared in the bar of Excel](#)
- [Welcome to WEGO](#)
- [What if... I can't open Accolade dashboard](#)
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- [You are not authorized to access this project](#)