

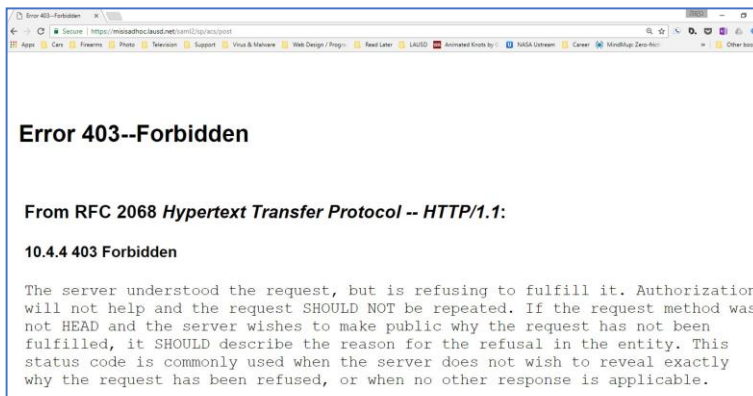
## Troubleshooting “403—Forbidden” Error Message

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This job aid describes the procedure for logging into MyData or GetData after receiving an “Error 403 – Forbidden” message upon initial login attempt, as well as tips to avoid receiving the error in the future. There are three possible methods for logging into the application:

1. Clear the browser cache.
2. Change the URL in the browser address bar.
3. Open the browser in private/incognito.

**Note:** The preferred browser is the most recent version of Mozilla Firefox.



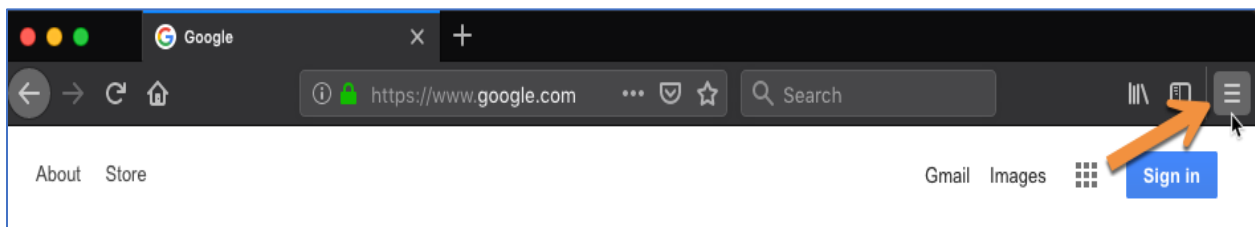
## Procedure

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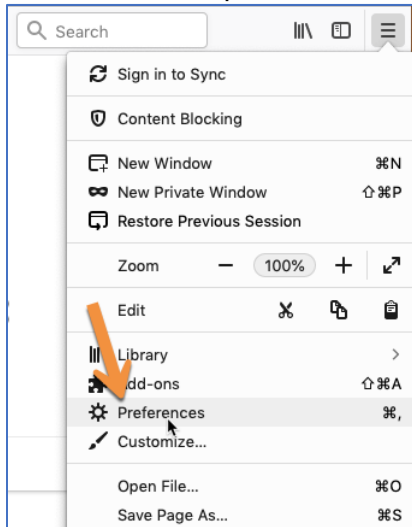
After receiving the error, **close the browser tab** that is displaying the error. Then, try the method corresponding to your browser:

### 1. In Mozilla Firefox

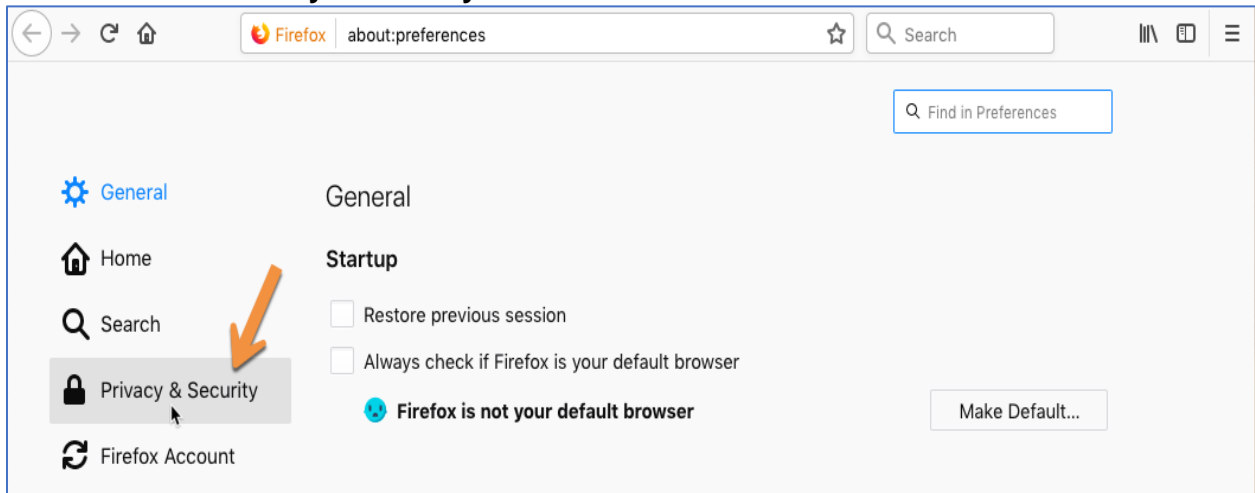
1. Click the **three lines** or **Open Menu icon** in the top right corner of the browser.



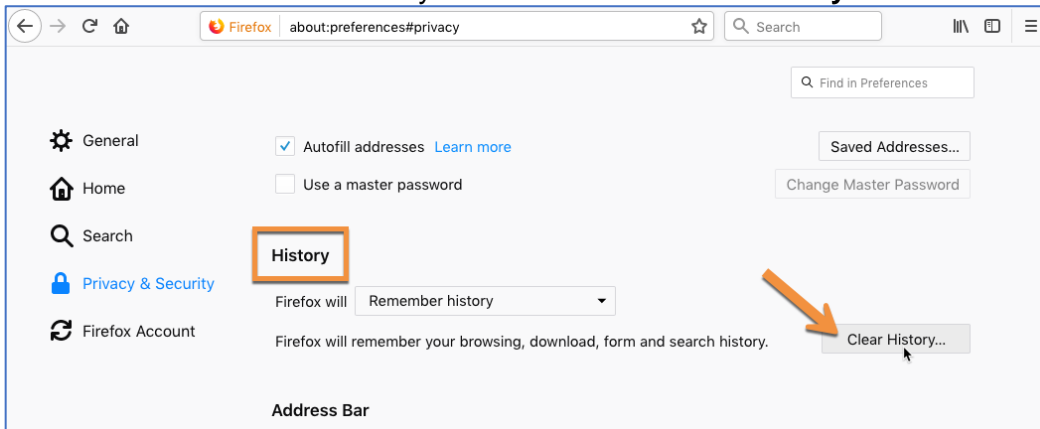
2. In the drop-down menu, click **Options or Preferences**.



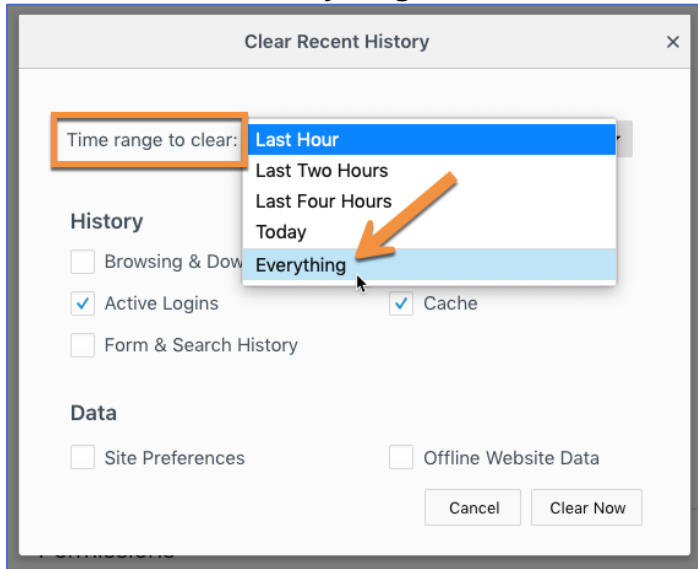
3. Click the **Privacy & Security** tab on the left.



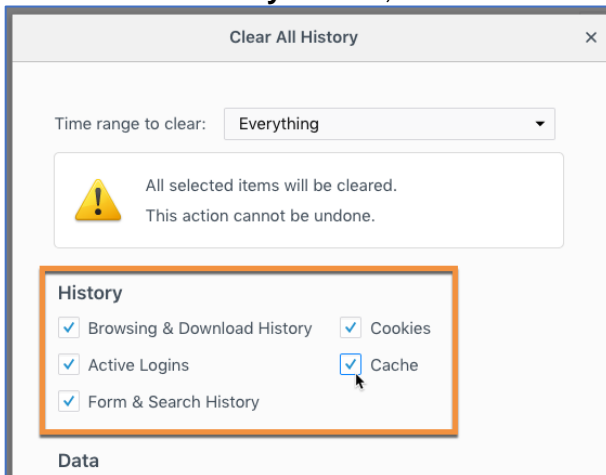
4. Scroll down to the History section and click **Clear History**.



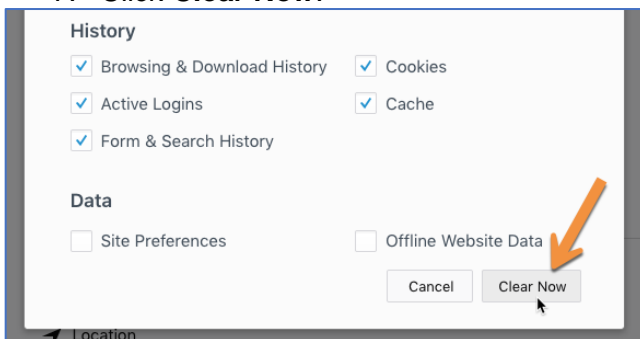
5. The Clear All History dialog box will display. In the **Time Range to Clear** drop-down menu, click **Everything**.



6. In the **History** section, check all boxes.

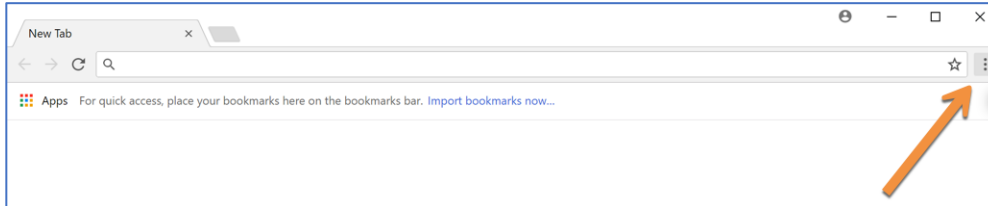


7. Click **Clear Now**.

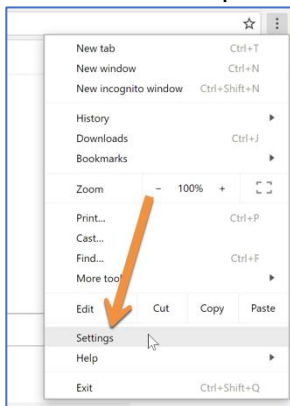


## 2. If you are using Google Chrome

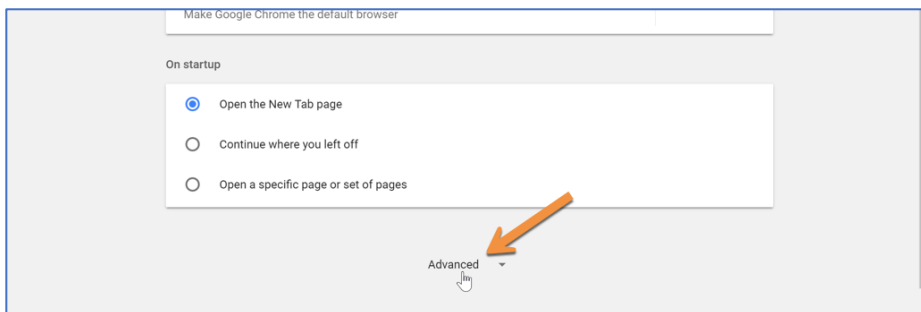
1. Click the **three dots** in the top right corner of the browser.



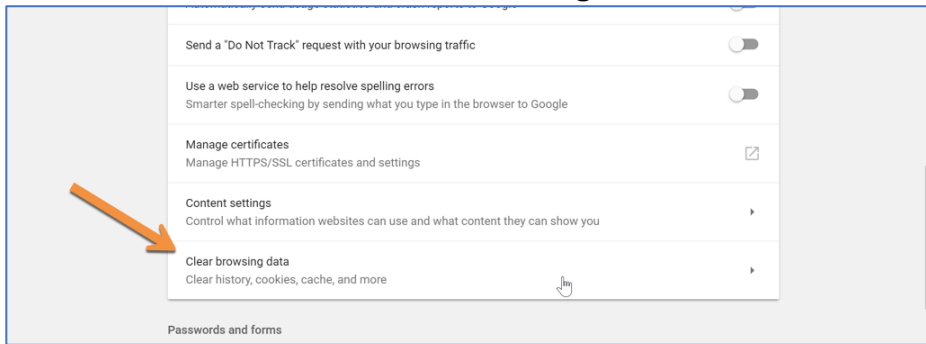
2. In the drop-down menu, click **Settings**.



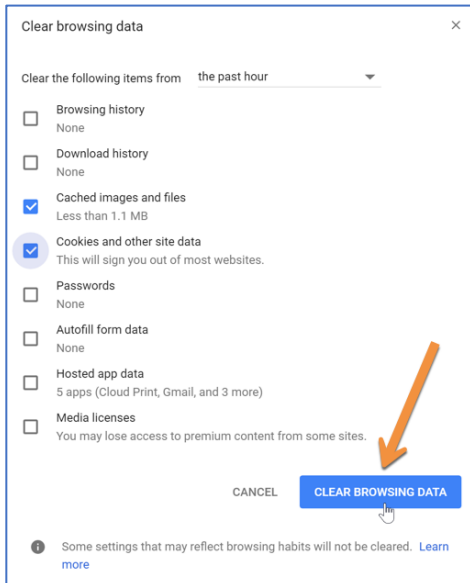
3. Scroll down and click **Advanced**.



4. Scroll down and click **Clear browsing data**.



5. Make sure the boxes next to **Cached images and files** and **Cookies and other site data** are checked, and then click **Clear Browsing Data**.



6. Close your browser, then login again.

**NOTE:** If you never had access before you will continue getting this error. Please contact the ITD helpdesk at (213) 241-5200 to create a ticket, or send your request for MyData Access to [mydata@lausd.net](mailto:mydata@lausd.net) MyData fax number is (213)241-8420