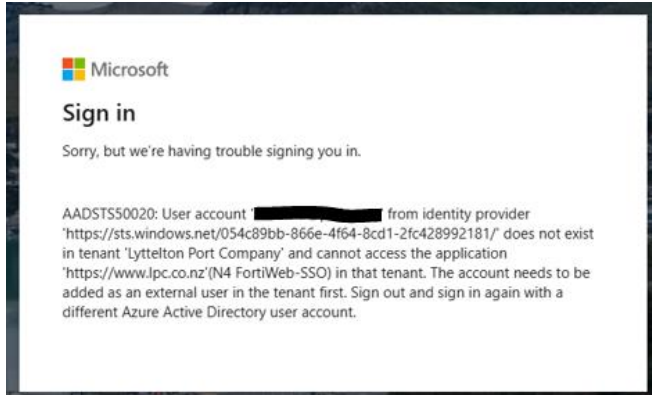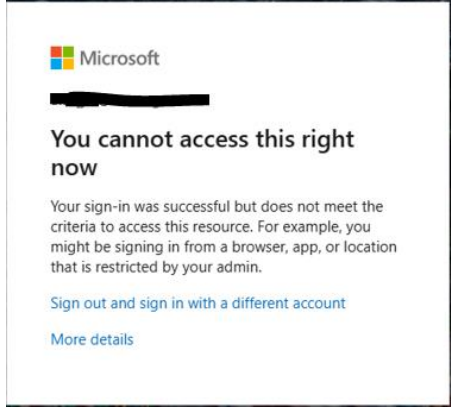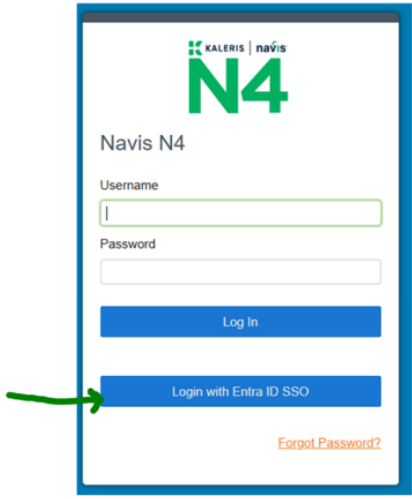# Checklist for LPC Customers Experiencing Issues Logging in to N4 4.0

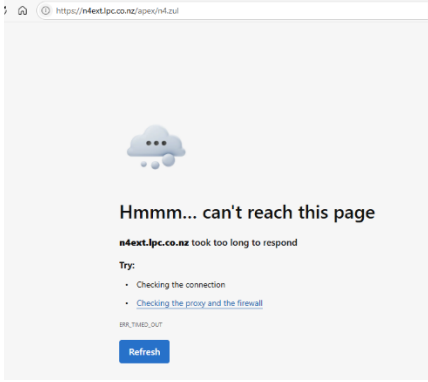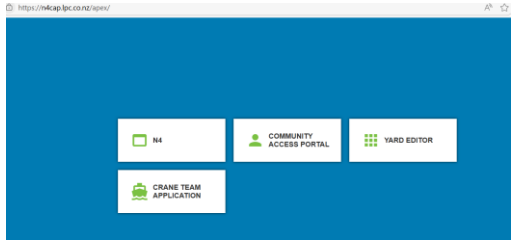**Experiencing issues logging in to the N4 4.0 Application? Please follow the checklist below to successfully connect.**

Unable to load N4 the way you usually do	**N4 4.0 is fully web based, which means you access it via web browser. The old java applet is no longer required.** You will find full details of the new login process here: https://www.lpc.co.nz/wp-content/uploads/2025/07/New-External-User-SSO-Login_Jul-25.pdf	Please go to our website: https://www.lpc.co.nz/ Click on Customer Portal Employee Portal Customer Portal Search → Click on SPARCS N4 – this will open N4 4.0 in your web browser. SPARCS N4
"Does not exist in tenant "Lyttelton Port Company" error	If you are receiving this message when you click on the new N4 link, it means you don't have access to LPC's network. Please check your Inbox, Spam and Junk folders to locate an invitation from "Microsoft Invitations on behalf of LPC". Please accept this invitation and then proceed to the Customer Portal and click on the SPARCS N4 link. If you are unable to locate this invitation, please contact our Customer Services team. You will find full details of the new login process here: https://www.lpc.co.nz/wp-content/uploads/2025/07/New-External-User-SSO-Login_Jul-25.pdf	◼ Microsoft Sign in Sorry, but we're having trouble signing you in. AADSTS50020: User account '▮▮▮▮▮▮▮▮' from identity provider 'https://sts.windows.net/054c89bb-866e-4f64-8cd1-2fc428992181/' does not exist in tenant 'Lyttelton Port Company' and cannot access the application 'https://www.lpc.co.nz'(N4 FortiWeb-SSO) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.
"You cannot access this right now" error	After providing your email address and password, you receive this message.	

	This indicates that your Microsoft account does not have multi-factor authentication (MFA) setup. You can set up MFA by going to you Office365 account. If you have problems setting up MFA, please reach out to the IT focal for your company.	
You have been sharing an account with one of your team members and now cannot provide MFA details because they're not sent to you	N4 4.0 introduces a higher level of security to protect LPC and its customers. All N4 users now require an individual user account with a unique email address. If you do not have your own N4 account, please contact LPC's Customer Services team and request one be created for you.	
You successfully get to the N4 login screen, but get an error trying to sign in	Please ensure you are not entering your user credentials on this screen – you should leave the Username and Password fields blank. Please ensure you are using the "Login with Entra ID SSO" button – not the "Login" button.	
Failure to connect message	While trying to retrieve the URL: https://n4ext.lpc.co.nz/* The following error was encountered: **Connection to 202.1**	If you receive this error when trying to access N4 4.0 this means your organisation is blocking your access to LPC.

		Please reach out to your IT focal point and advise them of this issue. Please ask them to whitelist the URL https://n4ext.lpc.co.nz and the IP 202.124.116.97
Can't reach this page error message		This message indicates there are security blocks in place which are preventing you from connecting to N4 4.0. The block could be in place on your organisation's side, or on LPC's side. To help us determine where the block is, please follow these steps: Browse to this website: https://n4ext.lpc.co.nz/apex If you can get to the screen below, that means LPC is blocking your access. Please contact your IT focal and advise that LPC requires your Public IP address so we can whitelist it. Please provide this information to our Customer Services team. If you cannot access this page, that means your organisation is blocking LPC. Please reach out to your IT focal and ask them to whitelist the URL https://n4ext.lpc.co.nz and the IP 202.124.116.97