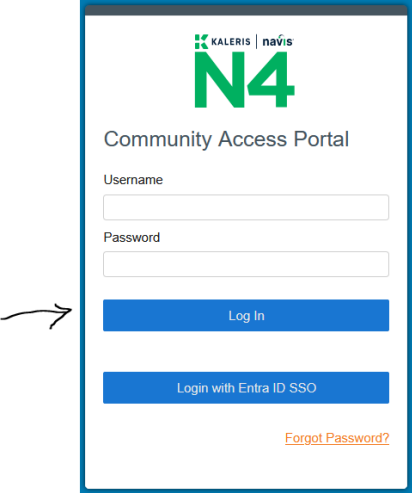
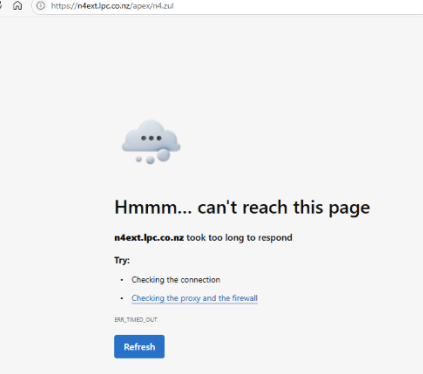
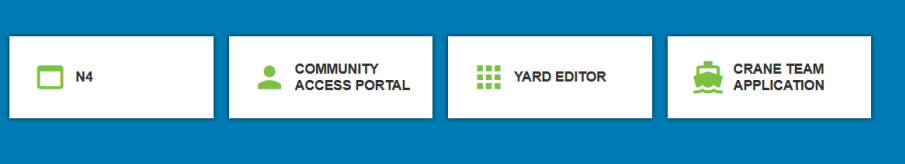


## Checklist for LPC Customers Experiencing Issues Logging in to CAP

Experiencing issues logging in to the CAP application? Please follow the checklist below to help diagnose the problem.

<p><b>You successfully get to the CAP login screen, but get an error trying to sign in</b></p>	<p>Please ensure you are using the “Login” button – not the “Login with Entra ID SSO” button.</p>	
<p><b>Can't reach this page error message</b></p>		<p>This message indicates there are security blocks in place which are preventing you from connecting to CAP. The block could be in place on your organisation’s side, or on LPC’s side.</p> <p>To help us determine where the block is, please follow these steps:</p> <p>Browse to this website:</p> <p><a href="https://n4cap.lpc.co.nz/apex/">https://n4cap.lpc.co.nz/apex/</a></p> <p>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.</p> 

COMMERCIAL

		<p>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 <a href="https://n4cap.lpc.co.nz">https://n4cap.lpc.co.nz</a> and the IP 202.124.116.98</p>
--	--	--