Type:
- How to

Topic:
- General

Title:
- MSInvoice Authentication Issues

Description
- When a User is facing Authentication Issues and is not able to login

Content
- Close all browsers
- Open one instance of a browser in private mode
- Copy https://einvoice.microsoft.com to the URL field on the browser
  - MAKE SURE NOT TO USE THE HISTORY SUGGESTIONS FROM THE BROWSER, IT HAS TO BE THE EXACT URL ABOVE BEFORE HITTING ENTER
- Select Login
- Select the account type as “Used Another Account”
- Type the account you are trying to use to login
- After typing the password and clicking to login you should be in our page without issues.
- If at this point you received the following message

![Message](image)

- Go to the URL field of the browser
- Remove everything to the right of https://einvoice.microsoft.com
- Press Enter
- If the issue is still present escalate accordantly to MSInvoice your AP Team from the Help Menu