Error Message when Logging into InfoView

Some users are receiving an error message after logging into “myColumbia,” launching Infoview, and clicking on “Document List.” The message the user receives reads: “An error has occurred. Please contact your system administrator.”

We are working on a resolution to this issue, but in the interim you should do the following:

Immediately upon receiving the error mentioned above

- Click on “Home” and then
- Click on “My favorites”

This will reset your session, and the “Document list” button should now work.

2) If this solution fails to correct the problem, you will need to close all of your open browser windows of the same type (e.g., all Firefox windows if you are using Firefox) and log back in to your browser. Simply clearing your cache will not correct the error.