

# Cannot access company apps

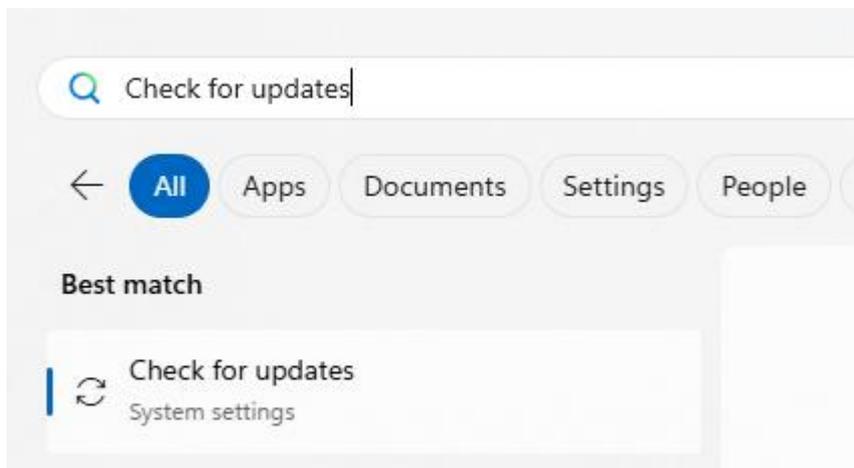
If your computer is left inactive or disconnected from the internet for any excessive period of time it will lose access to company resources and apps.

This means that all applications that are connected to your @soderbergpartners.xx account are going to stop working.

This includes office apps such as Outlook, Teams, Word, Excel, etc...

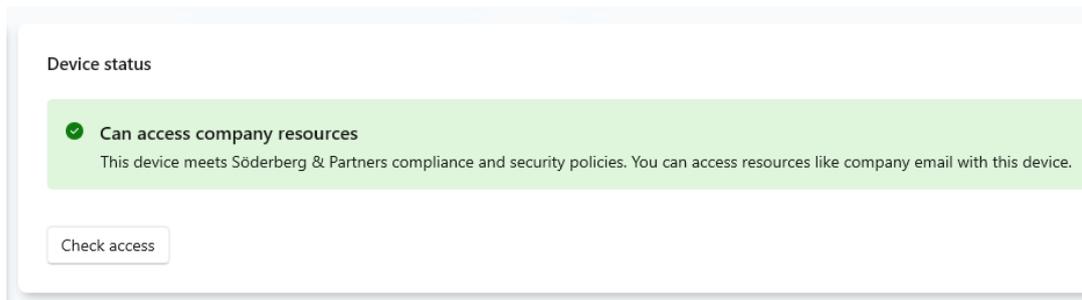
## Fix the issue:

1. Check if you have any updates to Windows by clicking “Check for Windows updates” or by going to:  
**Start -> Settings -> Windows Update -> Check for updates.**



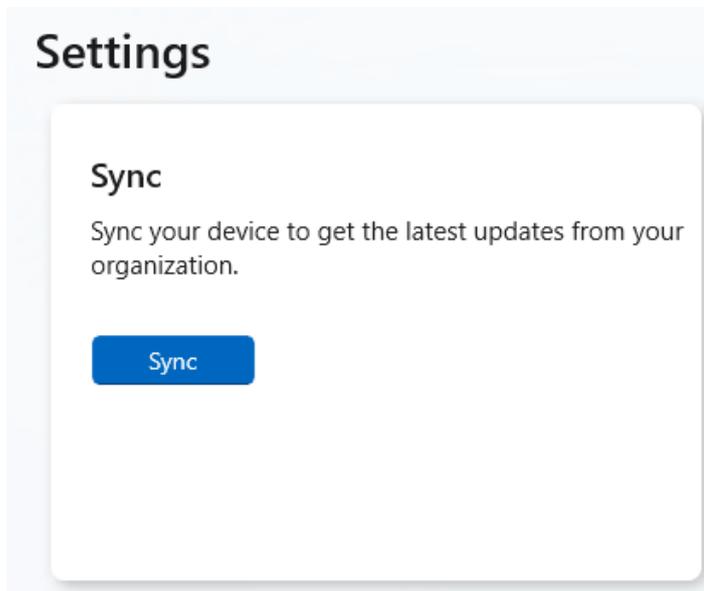
2. Restart the computer when the updates are finished, proceed to the next step if you still experience issues.
3. Open the app “Company Portal” by searching for it in the start menu.
4. Choose “Devices” in the left-hand menu and then click on the device labeled “THIS DEVICE”, it should be listed at the top.

5. Click **“Check Access”** and let it load; this step can take up to 15 minutes before it finishes.



6. If the issue still isn't resolved, choose **“Settings”** in the bottom-left of the **“Company Portal”** app and then click **“Sync”**.

This step can also take up to 15 minutes to finish, when its completed repeat step 4 again.



7. If the issue persists, please reach out to IT-Support for further assistance.