Cannot access company apps

If your computer is left inactive or disconnected from the internet for an excessive period 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

- Check if you have any updates to Windows by clicking <u>Check for windows updates</u> 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 have issues.
- 3. Open up **Company portal** by searching for it in the start-menu
- 4. Choose **Devices** in the menu to the left 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 is finished.

← Company Portal	
≡ Search for apps Q	SP-013352722657 🖉
in Home IE Apps	
Ha App categories	
↓ Downloads & updates 묘 Devices	Actions V
A Help & support	Oevice status O Can access company resources
	Check access
	Device information

6. If the issue is still not resolved, choose **Settings** in the bottom-left of the **Company portal** and then click **Sync**. This step can also take up to 15 minutes to finish, when it's completed repeat step 4 again.

← Company Portal	
=	Settings
Search for apps Q	
命 Home	Sync
	Sync your device to get the latest updates from your organization.
E Apps	Sync
$ \underline{\downarrow} $ Downloads & updates	App mode
므 Devices	Personalize your app with a color mode.
A Help & support	🔿 Light
	🔿 Dark
	O Windows default
	Windows color settings
	Usage data
	Allow Microsoft to collect performance and usage data help improve Microsoft products and services.
	Learn more about the data Microsoft collects.
	Automatically send usage data to Microsoft.
	Yes
	Identify this device
	Manually confirm which device you're currently using.
	Identify
	Your device has been automatically identified.
	About
A My profile	Microsoft Intune Company Portal 11.2.448.0
🔅 Settings	Copyright © Microsoft Corporation. All rights reserved

7. Should the issue still not be resolved, please reach out to IT-support for further assistance.