

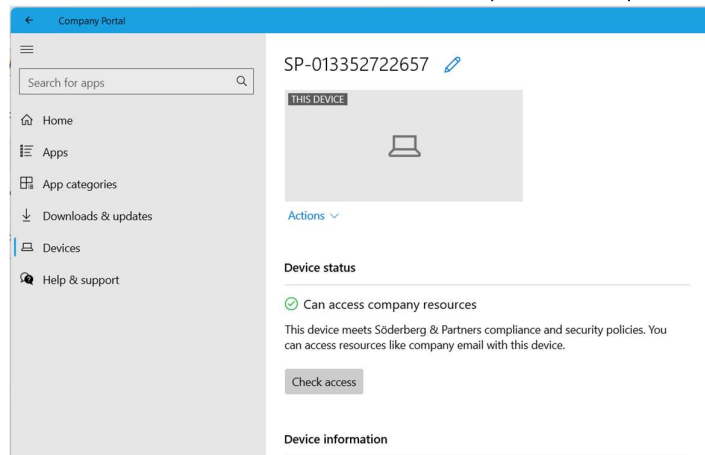
# Cannot access company apps

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

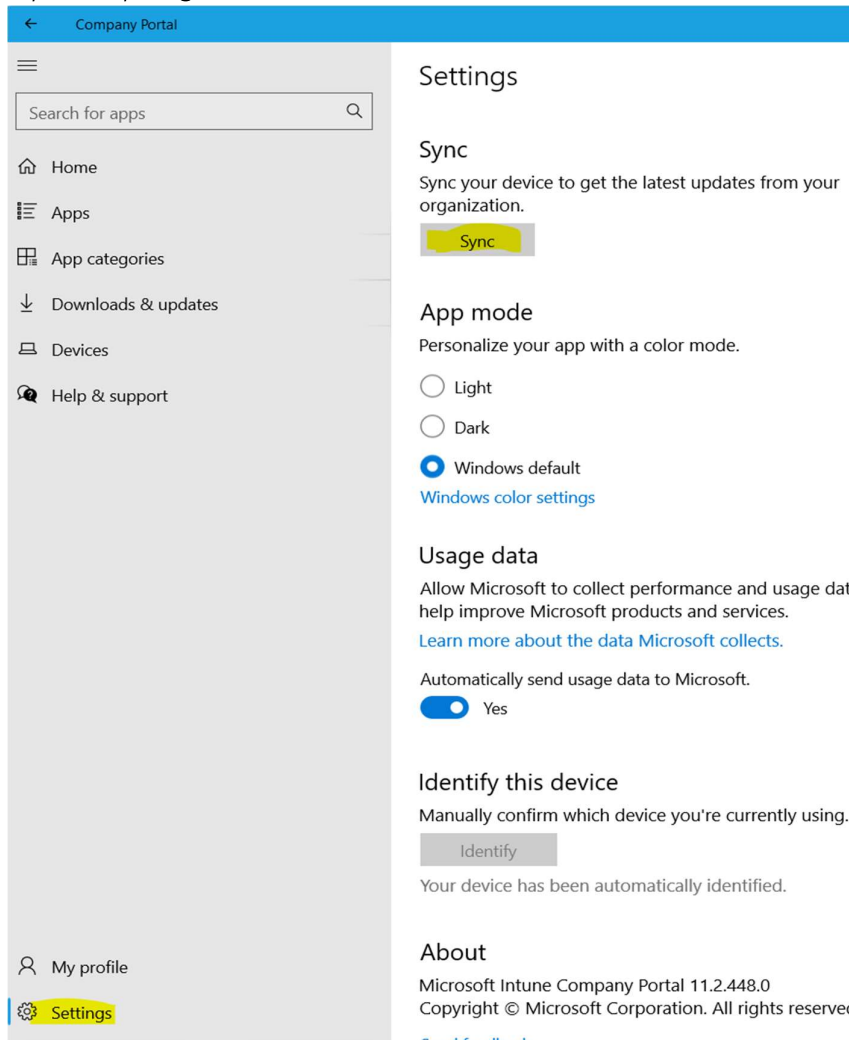
This means that all applications that are connected to your @soderbergpartners.xx account are going to stop working. This includes office apps such as Outlook, Teams, Word, Excel, etc.

## Fix the issue

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 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.



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.



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