Troubleshooting “403—Forbidden” Error Message

This job aid describes the procedure for logging into MyData or GetData after receiving an “Error 403 – Forbidden” message upon initial login attempt, as well as tips to avoid receiving the error in the future. There are three possible methods for logging into the application:

1. Clear the browser cache.
2. Change the URL in the browser address bar.
3. Open the browser in private/incognito.

Note: The preferred browser is the most recent version of Mozilla Firefox.

Procedure

After receiving the error, close the browser tab that is displaying the error. Then, try the method corresponding to your browser:

1. In Mozilla Firefox
   1. Click the three lines or Open Menu icon in the top right corner of the browser.
2. In the drop-down menu, click **Options or Preferences**.

3. Click the **Privacy & Security tab** on the left.

4. Scroll down to the History section and click **Clear History**.
5. The Clear All History dialog box will display. In the Time Range to Clear drop-down menu, click Everything.

6. In the History section, check all boxes.

7. Click Clear Now.
2. If you are using Google Chrome

1. Click the **three dots** in the top right corner of the browser.

2. In the drop-down menu, click **Settings**.

3. Scroll down and click **Advanced**.
4. Scroll down and click **Clear browsing data**.

5. Make sure the boxes next to **Cached images and files** and **Cookies and other site data** are checked, and then click **Clear Browsing Data**.

6. Close your browser, then login again.

**NOTE:** If you never had access before you will continue getting this error. Please contact the ITD helpdesk at (213) 241-5200 to create a ticket, or send your request for MyData Access to mydata@lausd.net
MyData fax number is (213)241-8420