How To – Fix Aquira Unable to contact Aquira Server
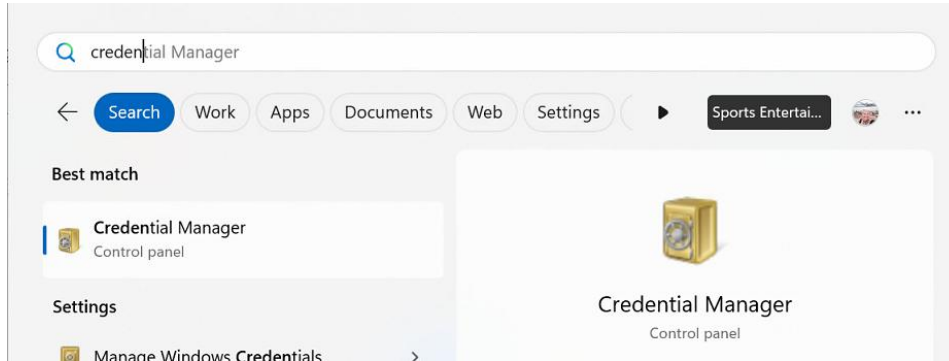

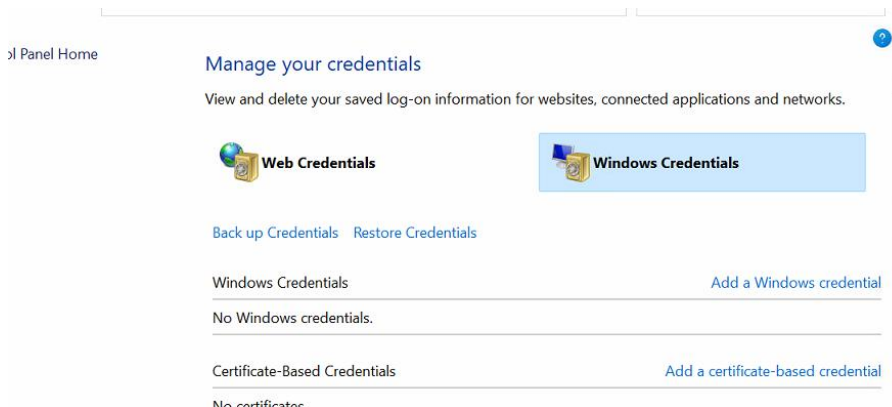## Contents

STEP 1: Ensure you are connected to the internet
Check your wifi / ethernet connection.

STEP 2: Go to Credential Manager
Type in Credential Manager in the search bar:

STEP 3: Remove senaquira
Click windows credentials and then select senaquira and select remove:

STEP 4: Restart and try again.
Disconnect from the VPN (If working from home) and restart the machine.

If you require assistance please contact the I.T Team, either through the intranet (https://helpdesk.sen.com.au/new-ticket) or by emailing SEN Helpdesk (helpdesk@sen.com.au).