

## How To - Fix Aquira Unable to contact Aquira Server

Jack Yumulu - 2025-03-01 - Comments (0) - Login Issues

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### 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](mailto:helpdesk@sen.com.au)).

**Attachments**

- [How To - Fix Aquira Unable to contact Aquira Server.pdf \(303.33 KB\)](#)