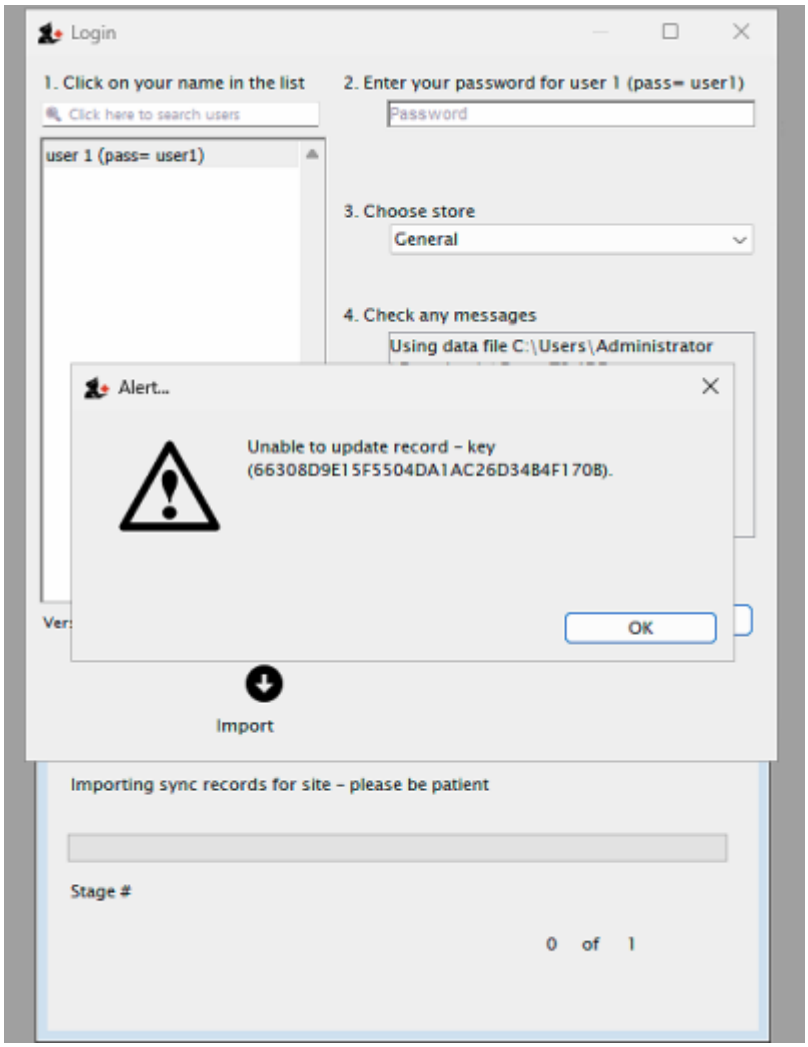
This document is in process

32.01. User password error (Import failed) : Steps to fix it

In mSupply there is a possibility to encounter with a bad user password issue. This causes a system error and as a result issue in file import. The solution for user password issue is to change the password of the user account having issue.

Also, While importing a datafile, the system sometimes throws an error during the import process. The error it throws looks like in the screenshot below. Its associated with a corrupted user account and the solution would be to change the password for the user account with issue. If you encounter such issue during file import, contact: support@msupply.foundation



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