

## Quick Tip 14 - Common Errors Explained

This reference will explain the common Unit Banking error messages.

**1. Invalid User ID or password, please try again.**

You have inputted the wrong User ID or Password. You have two more attempts before your account is locked. Your iMIS number is **not** your Banking **User ID**. The **Password** is case-sensitive. You must input the password exactly as it was provided to you with no spaces.

**2. Account has been locked due to three unsuccessful login attempts. Your password will be reset and e-mailed to you.**

The Unit Banking Department will unlock and reset the password during business hours. If your account is locked during business hours, it will be unlocked the same day. If your account is locked after business hours or on the weekend, it will be unlocked the following business day.

If the Treasurer does not receive the new login, please e-mail [purchasecard.admin@guidesontario.org](mailto:purchasecard.admin@guidesontario.org).

**3. Please make corrections and resubmit the form.**

There is an error somewhere on the form. You will see the reason in red text below the problem.

**4. Must total to the Tax Amount.**

The GST or HST amounts (input at the bottom of the form) do not add up to the total **Tax Amount** (input at the top of the form). If it does not, you will need to edit the amounts so that they do equal.

**5. Invalid distribution.**

The sum of the distribution amounts do not add up to the **Before Taxes Amount**. To fix it, change the amounts in the Distribution to add up to the **Before Taxes Amount**.

Before Taxes Amount	286.59
Tax Amount	40.13
Distribution	
Description	Before Tax Amount
Membership	286.59
Donation	100

**6. You are not logged in, or session expired.**

For security purposes, your account will automatically log out when it is left idle for a certain period of time. To return to the Login Screen, click on the Logo in the top left corner.

Please contact your **Unit Banking Clerk**, if you continue to have problems.