

If when logging in it gives you an error message – That didn't work....

That didn't work

We're sorry, but **Redact** can't be found in the cogscarshalton.sharepoint.com directory. Please try again later, while we try to automatically fix this for you.

Here are a few ideas:

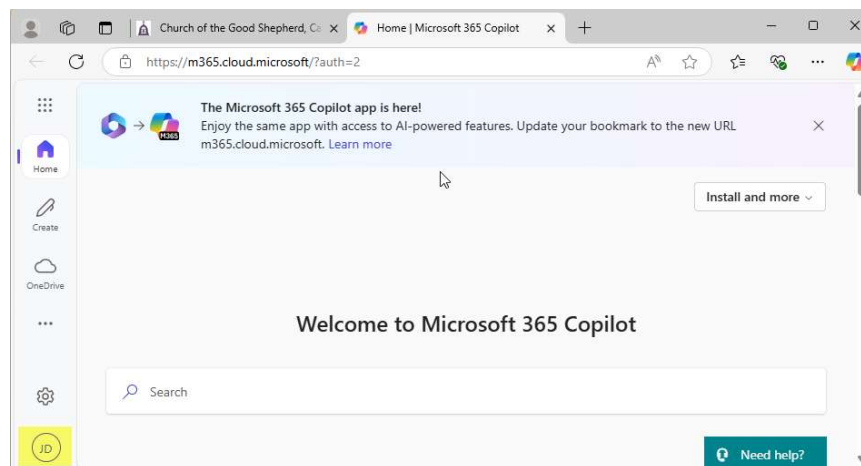
- ➦ [Click here to sign in with a different account to this site.](#)
This will sign you out of all other Office 365 services that you're signed into at this time.
- ➦ If you're using this account on another site and don't want to sign out, start your browser in Private Browsing mode for this site ([show me how](#)).

If that doesn't help, contact your support team and include these technical details:

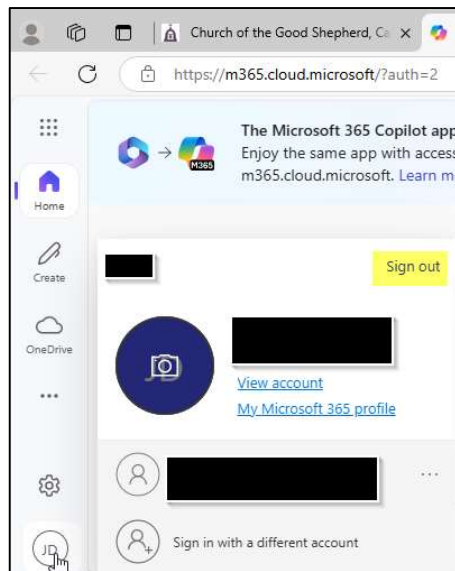
Correlation ID: cb2d81a1-60c1-b000-8e4c-9a37368bc16d
Date and Time: 2/13/2025 11:01:24 AM
URL: https://cogscarshalton.sharepoint.com/sites/Premises
User: **Redact**
Issue Type: User not in directory.

To resolve you need to log out of your current account (work or personal) to do this:

1. Go to www.office.com
2. On left side at the bottom of the screen there is a circle with your initial – left click with your mouse, *highlighted in yellow below*.



3. From menu that appears select Sign Out, *highlighted in yellow below*.



4. You should now be able to return to church website, when clicking on the team you should now be prompted to login.