

### [Server Error message when accessing secure.netlinksolution.com](#)

If you receive a Server Error "We are unable to process your request at this time" message when accessing secure.netlinksolution.com, please navigate to <https://secure.netlinksolution.com/nextgen/>. If that does not work, please try the following:

1. Go to the three dots in the top right of Chrome.
2. Go to Settings.
3. Click Security and Privacy and then Site Settings.
4. Click View permissions and data stored across sites.
5. Clear Netlinksolution.com
6. Reboot the workstation.

If the above steps do not work, please try to [Clear the Cache and Cookies](#) on your web browser.

**Note:** As an alternative to clearing cache/cookies, you can utilize Incognito mode in Chrome. To do this, At the top right within Chrome, click the three vertical dots and select "New Incognito Window". This will open a new Chrome Incognito window.