

Digital Sign Request Form: 403 Error

The server issue causing the 403 Forbidden error has been resolved. However, some users may still see the error because their browser has stored data from before the issue was fixed. If you are still unable to submit the form, follow the steps below.

Before you begin: Clearing your browser data may sign you out of websites and remove saved browsing data, so please make sure you have any login information you may need before proceeding.

Google Chrome

1. Click the **three-dot menu** in the upper-right corner.
2. Select **Delete browsing data**.
3. Set the **Time range** to **All time**.
4. Select **all available options**.
5. Click **Delete data**.
6. Close and reopen Chrome, then try the form again.

Mozilla Firefox

1. Click the **menu button** (≡) in the upper-right corner.
2. Select **Settings > Privacy & Security**.
3. Under **Cookies and Site Data**, click **Clear Data**.
4. Select **all available options**.
5. Click **Clear**.
6. Close and reopen Firefox, then try the form again.

Safari

1. Open **Safari** and select **Safari > Settings** from the menu bar.
2. Select the **Privacy** tab.
3. Click **Manage Website Data**.
4. Select **Remove All**, then confirm.
5. Close and reopen Safari, then try the form again.

Still seeing the 403 error?

Please [submit a service ticket](#) to ITS so they can troubleshoot the issue directly.

If your sign request is urgent, you may also send the sign files directly to vanessa.lopez2@csueastbay.edu along with the requested start and end dates/times.