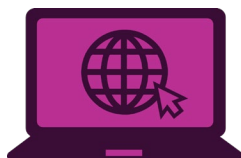


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# enterprise blocking error? troubleshooting tips



If you're attempting to access the BenefitConnect website to make your open enrollment elections for 2023 benefits and receive an **Enterprise Blocking** error message, the issue is most likely localized to your machine due to connection issues through **GlobalProtect**. Here are three options to try to clear the message and restore your access to BenefitConnect.

If you need additional help or these steps *do not* work, contact your local IT Help Desk for further assistance.



Remember, you do not need to be on the Chevron network to access BenefitConnect. You can use any personal device connected to the internet or call the HR Service Center at 1-888-825-5247 (1-832-854-5800 outside U.S.).

## Before you start, open the GlobalProtect app

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### Open GlobalProtect

The easiest way to find this app is by searching for it from your Windows start menu. You can also locate it from your system tray menu. You'll need the app window open to perform the steps below.

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## Next, try this ....

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**Your GlobalProtect status should indicate *Connected* when you attempt to access BenefitConnect.**

- 1** We suggest that you click the three line menu (in the upper right corner of the app window) and choose **Refresh Connection**. Confirm the refresh by choosing **Okay** when prompted. Close all browsers and attempt to access [BenefitConnect](#) again.
  - 2** If you continue to receive the blocking error, **return to the GlobalProtect window, and choose a different Gateway from the dropdown menu**. Close all browsers and attempt to access [BenefitConnect](#) again.
  - 3** If you still continue to receive the blocking error, **return to the GlobalProtect window, go to the menu again and choose Settings, then Sign-Out**. Restart your machine and wait for GlobalProtect to reconnect, then attempt to access [BenefitConnect](#) again.
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