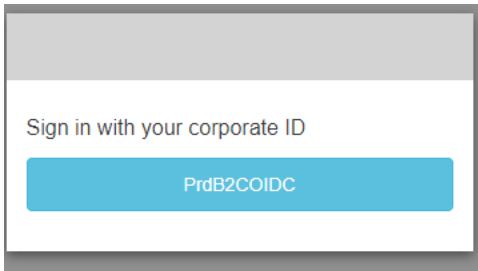# Help Guide: Error Codes or Messages

Error Message "**Sign in with your corporate ID**" Error Code – **PrdB2COIDC**

This error message means there has been a delay connecting to the myGovID app and Brands Portal. For example, if you open Brands Portal in the browser and, after a few minutes, you open up myGovID and try to log in to Brands Portal, you will experience this issue.

Note: Please make sure to connect to myGovID via your smartphone and log in to the Brands Portal. This should be completed in less than three minutes.

Try the following actions to help you successfully login into the Brands Portal:

- Open a New Browser and navigate to the Brands Portal based on instructions given on the landing page or click the Brands Portal link.
- Connect to myGovID via your smartphone in less than 1 minute.
- Now click the Brands Portal blue **Log in** button.
- You will be redirected to the myGovID authentication page to log in; now click "**Log in**."
- Click the "**Select myGovID>**" dark blue button.
- Enter the email address you have registered for myGovID
- Click the **Login** green button.
- Enter the four-digit code in your myGovID app you have opened on your smartphone.

You will be able to navigate to Brands Portal successfully.

If you continue to experience issues, please contact the Brands Office.

Important Disclaimer

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