

TIPS FOR LOGIN PROBLEMS – 60S-16ERS

Occasionally members find that they can't log into the Comcen when the message "cant login due to inactivity" or similar comes up.

This is usually due to a switch that has been set by the software internally.

This can reset by clearing historical browsing data then "refreshing the screen".

This is an example for **Chrome** browser users.

1. Open browser at front page and look for 3 vertical dots at top right hand side of screen.
2. Click onto these dots and look for "MORE TOOLS" (OR "HISTORY" If on a tablet).
3. Look for "CLEAR BROWSING DATA"
4. Click "CLEAR DATA"
5. Go back to login screen and REFRESH SCREEN by looking for the circle next to the home button which is in fact an arrow looking like this. On a tablet this sign is within 3 vertical dots.



Microsoft Edge Users

1. Open front page.
2. Look for 3 horizontal dots top right.
3. Click on "HISTORY" (SETTINGS if on tablet then PRIVACY&SECURITY)
4. Click on "CLEAR BROWSING DATA"
5. Click "CLEAR NOW"
6. Go back to login screen and REFRESH SCREEN by looking for the circle next to the home button which is in fact an arrow looking like this. (or certain tablets might show "reload" within the 3 dots area).



Its worth mentioning that regularly running of cleaning software (maybe on startup) that stuff like this would be cleared anyway.

Conflicts between developers trying download "cookies" to assist users when they return in future (or during the same session) and how certain platforms want to retain data in "cache" is part of the problem.

Also the above is based on Win10 and android devices, other platforms may differ slightly but principle remains the same.