

## **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.

I did consult the smartgb team about this problem and below is the “ answer “

Hello Ted,

Thank you for your reply.

The condition notice should not be shown if you have accepted the conditions once (at least not for 365 days). But this requires that you do not clear the cookies in your browser and do not view the site in a private or incognito tab/window. In that case cookies are not saved for much longer and the message will appear pretty soon.

The login feature also uses cookies. But it also checks so the IP address is somewhat consistent between clicks. For 99,9% of all users this is not a problem. But if your IP address changes between two clicks, like if you switch from mobile data to WiFi on a phone, you will be logged out.

The inactivity message can also be shown if you are inactive for more than 1 hour. In any case, you should be able to just enter the credentials on the login form and continue. There should be no need for clearing history.

If you have some kind of proxy software installed on your computer or phone, this can also create problems. Also make sure the Lite mode / Data Saver feature is disabled for the site in Chrome on your phone. Otherwise some traffic is routed via Google's servers.

If you send me an exact date and time you get the inactivated message next time, I think I will be able to better tell what really happened.

Best regards, Rob - Support team smartgb.com