

Common Login Issues and Solutions

Occasionally users can access the client login page but are not able to log in once they enter their username and password.

Most common reasons and solutions for user login issues

You will want to ensure that your browser is configured for the portal before proceeding and that you have cleared your internet explorer cookies and cache.

1. You receive a technical error

Clear Internet Explorer cookies and cache.

2. Login restrictions on the account

The login restrictions are used to allow access to the client portal only from a specific IP or network, or during certain times of day. Contact your recruiter to adjust or remove the login restrictions.

3. **Incorrect password or forgot password**

Contact your recruiter to reset your password.

4. **You receive an SSL warning and get redirected back to the login screen**

To turn off your content advisor, do the following

- a. On the **Tools** menu, select **Internet Options**.
- b. Select the **Content** tab.
- c. Click the **Disable** button.
- d. In the **Password** box, type your supervisor password, and click **OK**.

5. **You can log in but many screens do not load**

The cause is a problem with your network or firewall and most likely will require an IT or network technician to resolve. Most often the client portal URL is blocked by the client firewall. You need to be able to access your web cluster over both normal web (port 80) and SSL (port 443.) Refer to the client portal IP Address and Ports Requirement Document for more information.

6. **You receive an invalid certificate error**

To fix this problem, do the following

- a. Click **OK** to proceed to the error window.
- b. On the **Tools** menu, select **Internet Options**.
- c. Select the **Advanced** tab.
- d. Scroll down to SSL.
- e. Select both the **User SSL 3.0** and **Use TLS 1.0** check boxes.

7. **User is a brand new user requesting their initial password**

Contact your recruiter to request a new password.

8. **Client portal is not working over dialup, is extremely slow, or you experience latent internet connections**

Ensure you have the proper bandwidth.

Experiencing Other Problems?

These are common solutions that solve a variety of issues.

- Reboot your firewall, router, DSL or Cable Modem.
- Use Internet Explorer to log in to the client portal. The client portal is not compatible with 3rd party browsers (firefox/safari.)
- Disable script blockers and intrusive firewalls. Many 3rd party tools will block internet explorer scripts from running (Norton 360, etc).
- Remove all spyware and viruses and run scans on your computer to ensure it is clean. Many spyware applications and viruses will prevent your browser from working properly.