

Web Site Log in Problems & Solutions

April 2, 2008

These help instructions assume that you have not forgotten your password. Continue reading if you are absolutely certain that you know what your username and password are, but the system won't accept them and let you log in.

If you have forgotton your password, go back to the home page and use the "forgot password?" link to reset your password via email.

There are several reasons why you may not be able to log in.

- 1) Passwords are case-sensitive in the new system we moved to this year. Therefore you must use the correct capitalization of characters when entering your password.
- 2) You may have CAPS-LOCK turned on without realizing it, and your password is being entered in uppercase when it shouldn't be. Make sure CAPS-LOCK is not on before entering your username and password.
- 3) Some users have reported a problem where the system appears to accept the password (the red "Login Failed" message is *not* shown) yet the user is not allowed in to the site and instead remains stuck at the login page.

Your login cookie for the ASAP web site may have become corrupted. The solution is to clear cookies from your web browser by following the instructions on the following pages.

1) In both Internet Explorer versions (6 & 7), click **Internet Options** from the **Tools** menu to launch the options dialog.



Delete Cookies in Internet Explorer 6.0

In Internet Explorer version 6.0, from the Internet Options dialog, click Delete Cookies...

Intern	et Op	tions				? 🗙
General	Security	Privacy	Content	Connections	Programs	Advanced
Home		is: 🔢	which pag out:blank current	ge to use for yo Use <u>D</u> efault	ur home pag	
Temporary Internet files Pages you view on the Internet are stored in a special folder for quick viewing later. Delete Cookies Delete Files						
History	The Hi quick a	iccess to		links to pages y ewed pages. ory: 20 🛟	vou've visite Clear <u>F</u>	
	ors	For	its	Languages.	. Acc <u>e</u>	ssibility
L			ОК	Ca	ncel	Apply

You will be prompted to confirm the deletion. Click **OK**.



Now close the Options dialog by clicking **OK**, then close all browser windows, restart Internet Explorer, and try to log in to the ASAP web site again.

Delete Cookies in Internet Explorer 7.0

In Internet Explorer version 7.0, from the Internet Options dialog, click **Delete...** in the **Browsing history** section.

Internet Options 🔗 🔀						
General Security Privacy Content Connections Programs Advanced						
Home page						
To create home page tabs, type each address on its own line.						
http://localhost/NotaryX/pub/login.aspx						
Use <u>c</u> urrent Use de <u>f</u> ault Use <u>b</u> lank						
Browsing history						
Delete temporary files, history, cookies, saved passwords, and web form information.						
Search Search						
Change search defaults. Settings						
Tabs						
Change how webpages are displayed in Settings tabs.						
Appearance						
Colors Languages Fonts Accessibility						
OK Cancel Apply						

The Delete Browsing History dialog will open. Click Delete cookies...

elete Browsing History	×		
Temporary Internet Files Copies of webpages, images, and media that are saved for faster viewing.	Delete files		
Cookies Files stored on your computer by websites to save preferences such as login information.	Delete c <u>o</u> okies		
History List of websites you have visited.	Delete <u>h</u> istory		
Form data Saved information that you have typed into forms.	Delete forms		
Passwords Passwords that are automatically filled in when you log on to a website you've previously visited.	Delete <u>p</u> asswords		
About deleting browsing history Delete all.	<u>⊂</u> lose		

You will be prompted to confirm the deletion. Click **OK**.



Now close the Delete Browsing History dialog by clicking Close. Then Close the Internet Options dialog by clicking **OK**.

Close all browser windows, restart Internet Explorer, and try to log in to the ASAP web site again.

Your login should now work correctly.