



Common Login Problems - troubleshooting guide

Common Problems – Logging in

- Username/Password not being recognised

If you cannot login with the username and password you have been given, or if you have forgotten your password, click on the “Forgotten your password?” link on the MyEastriding login page. You will be asked for your username and E-mail address. Your username will normally be your initial and surname with no spaces. The E-mail address must match the E-mail address you provided when you registered. If these are accepted you will be asked the security question you supplied when you registered. Enter the answer and submit – you will immediately be sent a new password to your E-mail account.

Please note that usernames, passwords, E-mail addresses and security answers are NOT case sensitive so it does not matter if you have CAPS lock on or off.

- Won’t log in after entering username and password

MyEastriding requires that your browser will run scripts and will also accept cookies. For more information on this and for information on how to configure your browser for cookies and scripting, please refer to the MyEastriding help guide (Appendix A on page 10).

You can get the MyEastriding help guide by clicking on the “MyEastriding help guide” link on the login page, it is a PDF document which requires the free Adobe Acrobat reader software (available via the “Download Adobe Reader here” link on the MyEastriding login page).

Or use the link below :

MyEastriding Help Guide

<http://www.eastriding.gov.uk/aspirelinks/pdf/MyEastridingguide.pdf>

- Message says I’m already logged in

As a security feature, designed to stop people using your account when you are logged in, you cannot log in more than once. Also if you close your browser without first logging out of MyEastriding the system will think you are still logged in. If you then try and log in again you will see a message telling you your account is locked. You will not be able to log in until the existing session has timed out. Usually if you wait for ten minutes the account should be clear.

Sometimes this happens if there has been a problem and your browser has shut down. Or you may have inadvertently closed your browser.

If you have tried all the above and you still cannot log in, please use the MyEastriding fault report form. There is a link on the login page and you can also get to the form via the A-Z of services (under MyEastriding). Alternatively the link is :

MyEastriding Fault Report Form

https://www.eastriding.gov.uk/cats/cats_anonform.asp?frame=1&id=1709