



TROUBLESHOOTING GUIDE

Login Prompting

If you are being prompted to log in to any iPipeline links and think that you shouldn't be, please note the suggestions in this document in an attempt to resolve the issue.

If for any reason you are still experiencing difficulty after going through this document, please contact one of our on-staff superheros for additional support:

iPipeline Support Team
email: support@ipipeline.com
phone: 1 . 800 . 641 . 6557

Our Support Team is available Monday through Friday from 8a-7p. Hey, even superheros need a little time to clean their capes!

- Your Friendly, Neighborhood Support Team

CONTENTS

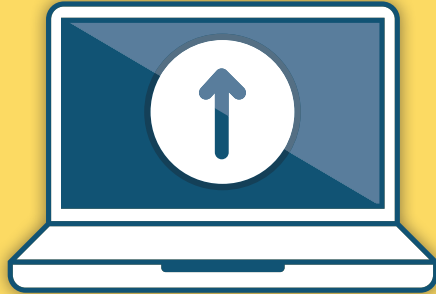
Web Browser Updates	2
New Session	3
Clearing Browser Cache	4



WEB BROWSER UPDATES

Version Compatibility

TIP
1



Check to see what version of your web browser you are using.

We support the newer versions of the most popular web browsers including:

- Microsoft® Internet Explorer®
- Mozilla Firefox® (for Windows®)
- Apple® Safari® (for Mac® & iPad®)
- Google® Chrome (for Windows®)

If there has been a recent, automatic update of your browser version, our tools may not be fully functional until we address compatibility issues and certify it for use.

NEW SESSION

Closing All Browser Applications

TIP
2



If you verify that your browser version is supported, try closing down the program and re-starting it.

Begin a brand new session with your browser to see if the problem persists.



CLEARING BROWSER CACHE

Removing Stored Information From Your Browser Memory

TIP
3



If you have verified that your browser version is supported, and attempted a brand new browser session - but the log in prompting persists, try clearing your browser cache.

In Internet Explorer, this feature is found under "tools" and "internet options."

In Mozilla Firefox, this feature is found under "history" and "clear recent history."

In Apple Safari, this feature is found under "develop" (this option may need to be activated in your Safari preferences).

In Google Chrome this feature is found under "Chrome menu" and "tools."