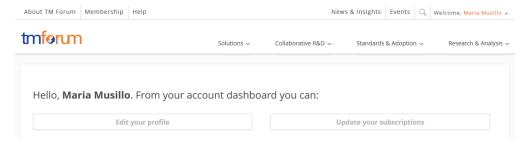
Community Login Known Issue

- COMMUNITY Login Issue:
 - Temporary Fix:
- CONFLUENCE Login Issue:
 - Temporary Fix:
- Still Having Trouble or Need Help?:

COMMUNITY Login Issue:

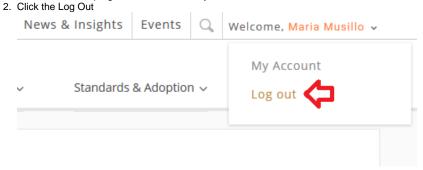
Some community users are reporting getting redirected to their user profile (see image below) when going to a community page - those starting with htt p://community.tmforum.org.



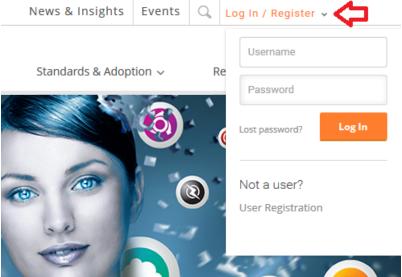
Temporary Fix:

When encountering this issue you are advised to fully log out of the website and to log back in. You can do this by following these steps:

1. Hover over the top right corner where it says "Welcome, <Your Name>"



- 3. You will be returned to the homepage, click the Log In / Register link
- 4. Type in the email address you registered with (should be your business email address) and password



- a. Forgot your password? Click the forgotten password link and fill in your email address to have a password reset link sent to you.
- 5. Once you are logged in try again with accessing the community link

CONFLUENCE Login Issue:

If you are unable to login to Confluence or are getting stuck in a loop when you try to login this may be browser cache/cookies issue.

Temporary Fix:

Method A (preferred)

- Log out of the website www.tmforum.org
- Close then reopen browser
- Log in to the website www.tmforum.org
- Go to document page or open projects.tmforum.org/wiki in a 2nd tab

Method B

- Open a new private browser window (aka incognito mode in Chrome) steps on how to do this in each browser:
 - Internet Explorer
 - Firefox
 - Chrome

Method C - Recommended if you are not inconvenienced by losing cache/cookies to other sites

- · Clear Cookies and Cache
 - Internet Explorer
 - Firefox
 - Chrome
 - Safari

Still Having Trouble or Need Help?:

• Contact us here or via web@is.tmforum.org