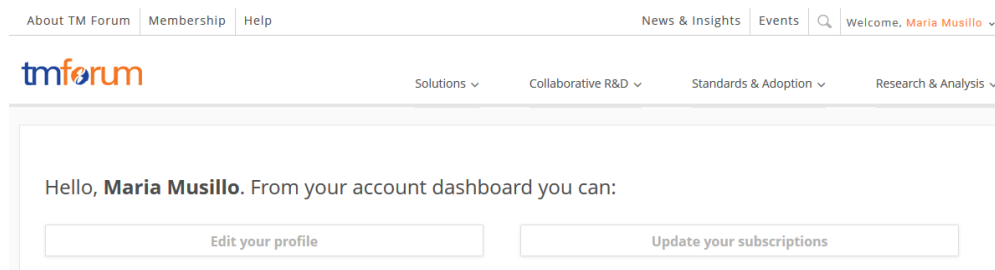


# Community Login Known Issue

- [COMMUNITY Login Issue:](#)
  - [Temporary Fix:](#)
- [CONFLUENCE Login Issue:](#)
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- [Still Having Trouble or Need Help?:](#)

## COMMUNITY Login Issue:

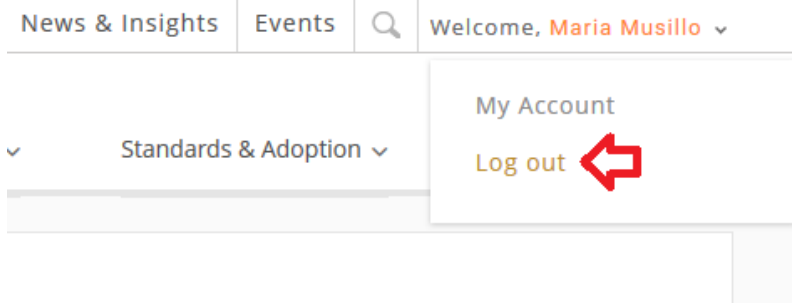
Some community users are reporting getting redirected to their user profile (see image below) when going to a community page - those starting with <http://community.tmforum.org>.



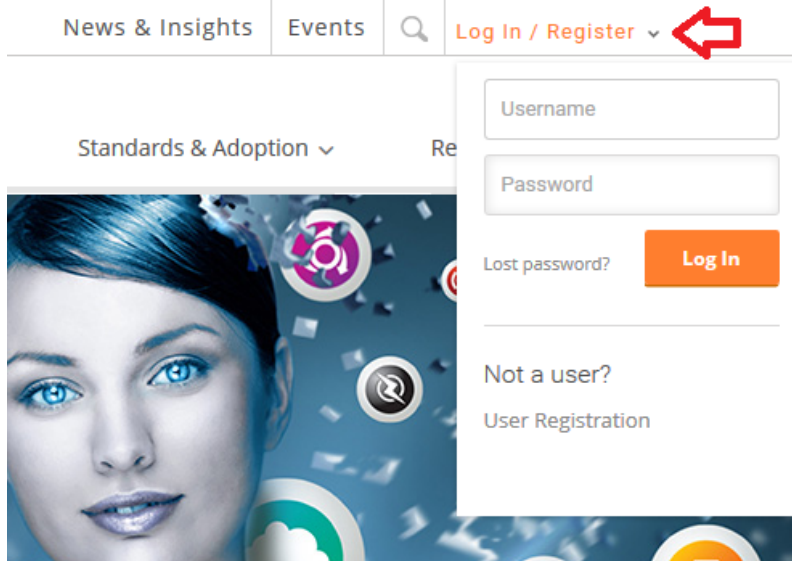
## Temporary Fix:

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>"
2. Click the Log Out



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](http://www.tmforum.org)
- Close then reopen browser
- Log in to the website [www.tmforum.org](http://www.tmforum.org)
- Go to document page or open [projects.tmforum.org/wiki](http://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](mailto:web@is.tmforum.org)