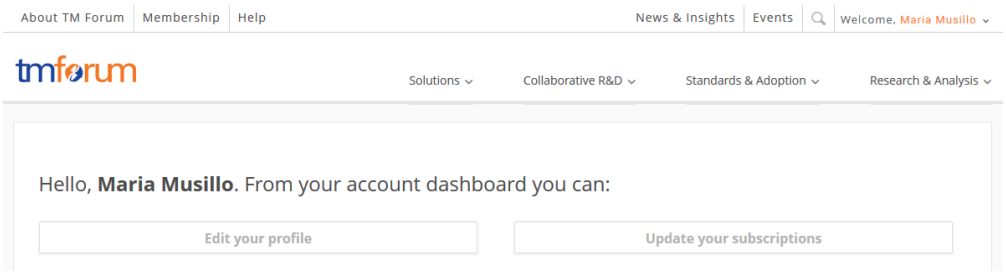
Community Login Known Issue

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

COMMUNITY Login Issue:

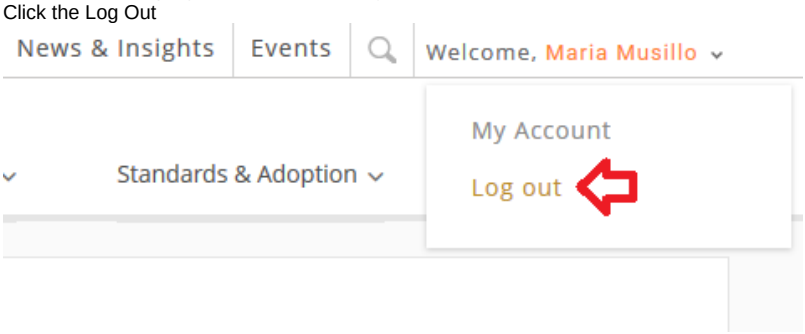
Some community users are reporting getting redirected to their user profile (see image below) when going to a community page - those starting with http://community.tmforum.org.



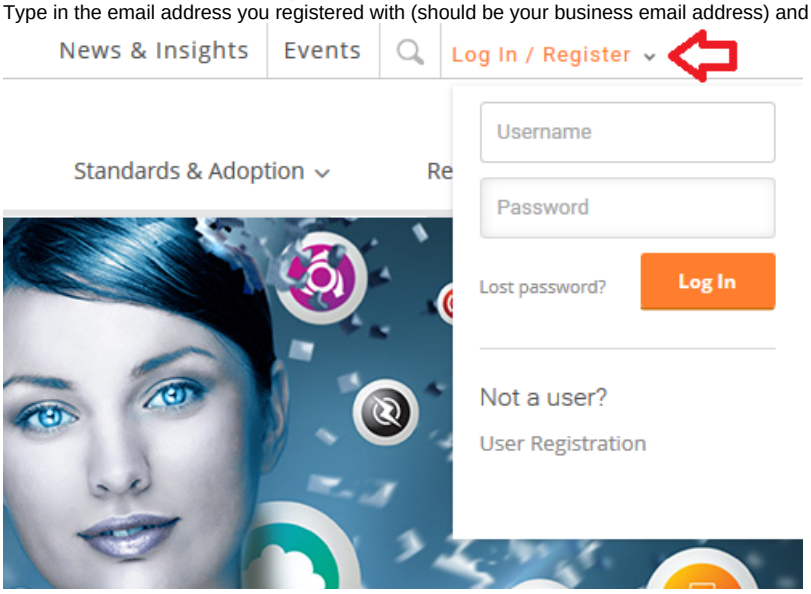
Temporary Fix:

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

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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