Community Login Known Issue

- COMMUNITY Login Issue:
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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.

| About TM Forum Membership Help | | New | s & Insights Events | 🔍 Welcome, Maria Musillo 🗸 | | | | |
|--|-------------|---------------------|------------------------|----------------------------|--|--|--|--|
| tmførum | Solutions ~ | Collaborative R&D ~ | Standards & Adoption | ✓ Research & Analysis ✓ | | | | |
| Hello, Maria Musillo . From your account dashboard you can: | | | | | | | | |
| Edit your profile | | Up | odate your subscriptio | ns | | | | |

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>"

| News | & Insights | Events | Q, | Welcome, Maria Musillo 🗸 |
|------|------------|------------|-----|--------------------------|
| ~ | Standards | & Adoptior | 1 🗸 | My Account 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

| News & Insights | Events | Q, | Log In / Register 🗸 🧲 |
|------------------|--------|----------|----------------------------------|
| | | | Username |
| Standards & Adop | tion ~ | Re | Password |
| | 3 | (| Lost password? Log In |
| | | 2 | Not a user? User Registration |
| 2 | | '». | |

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