Schedule360® Login Troubleshooting Guide



Scenario #1: I cannot log into my account and I am pretty sure I am using the correct credentials.

Problem Solving Steps:

- 1. Check with your scheduler to ensure you are using the correct username.
- 2. Once you are sure you are using the correct username please verify your password use the <u>LOST PASSWORD</u> link on <u>www.Schedule360.com</u>. Your password will be sent to you via email.
 - i. If your email is not up to date contact your scheduler to have your email updated. The Schedule360 team cannot give password information out over the phone or update emails on behalf of your scheduler.

Scenario #2: I have verified my username and used the lost password link to retrieve my password via email. I am now 100% sure I am using the correct credentials, but I still cannot log in because the log in box does not appear when I click on the LOGIN button. Instead when I click LOGIN it goes directly to the Authorization Required screen.

- 1. Close all tabs and all windows that are open within your web browser. Reopen your web browsing application to start a fresh session. Then go back to www.Schedule360.com and login using the fresh browser session.
 - a. NOTE: Mac users need to completely quit the application and relaunch before proceeding. See Directions for quitting on Page 18 of this quide.
- 2. Then enter your verified username and password.

Scenario #3: After following the steps in Scenario #1 and #2 I am still not seeing the login box to enter my username and password. The login button keeps going directly to the Authorization Required screen.

If you are using a fresh browsing session and now have the correct credentials, but cannot get
the credential box to appear then your device/web browser has saved your credentials
incorrectly and is now attempting to autofill the credential box to log in. Identify your web
browser based on the icons shown below and follow the steps to clear saved credentials for
your browser.



Internet Explorer: Page 2



Google Chrome: Page 6



Firefox: Page 9



Safari: Page 12



Microsoft Edge: Page 15

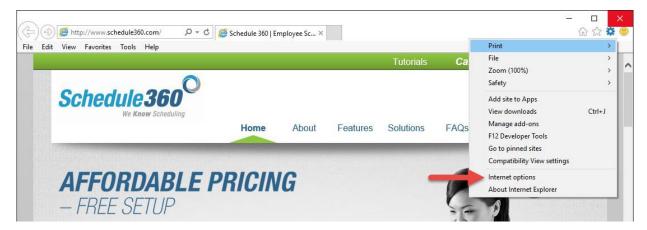


Internet Explorer Users:

1. Click on the settings icon in the top right of your web browser.

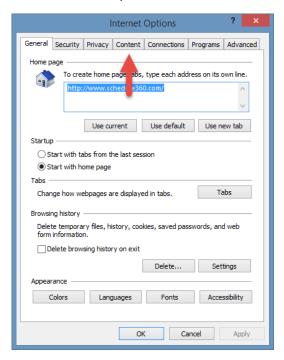


2. Select Internet Options from the dropdown.

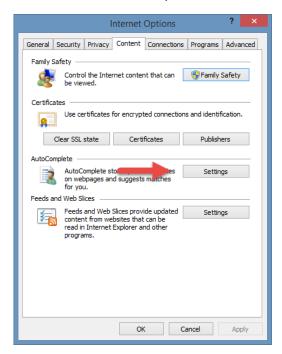




3. Click on the content tab in the internet options window.

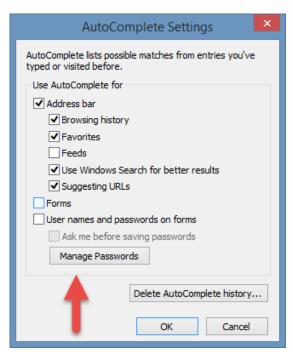


4. Click on the Settings button under the AutoComplete section.





5. Click Manage Passwords.



6. The Credential Manager will appear. Click on the Windows Credentials option.

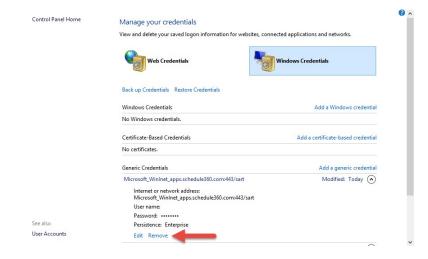




7. Your saved credentials will display. If this is a personal computer you may see saved credentials for other sites as well. Click on the Microsfot_Winlet_apps.schedule360.com:443/sart.



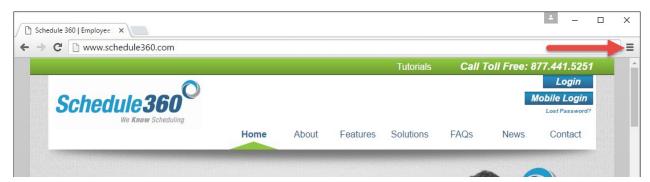
- 8. Then click Remove to delete the saved credential. Once you have cleared the saved credentials start a fresh browsing session by closing all tabs and all windows within your web browser.
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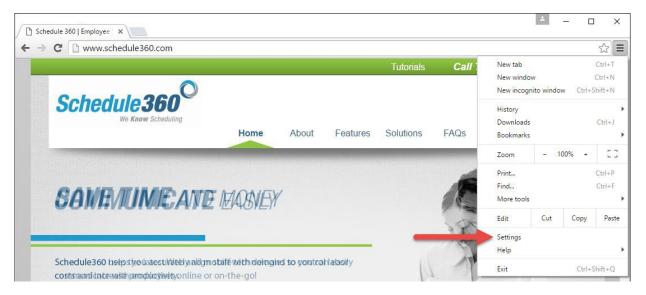


Google Chrome Users:

1. Click on the settings icon in the top right of your web browser.

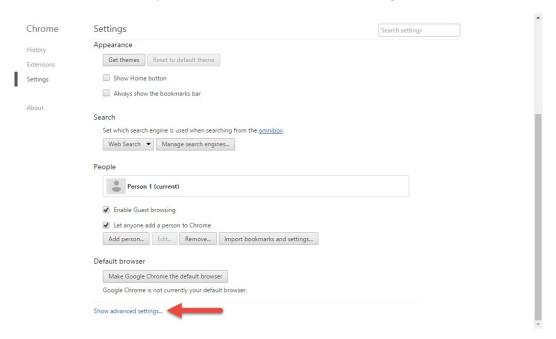


2. Select Settings from the dropdown.

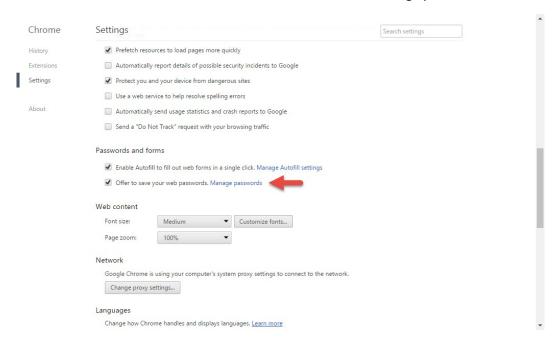




3. Scroll all the way down and click Show Advanced Settings...

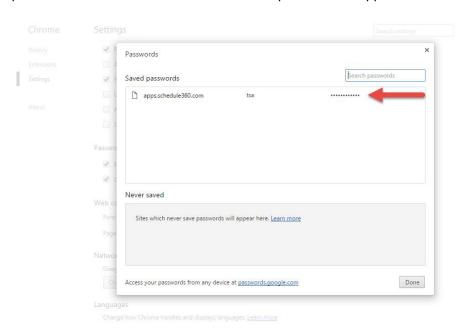


4. Scroll to the Passwords and Forms section and click Manage passwords.

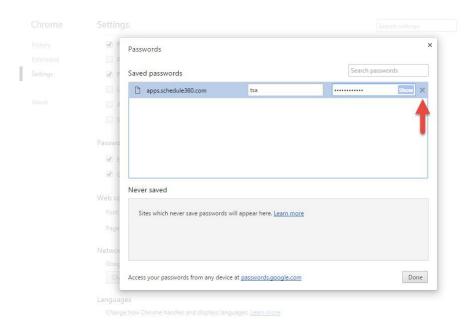




5. Your saved passwords will appear. If you are using a personal device you may see saved passwords for other sites. Click on the saved password for apps.schedule360.com.



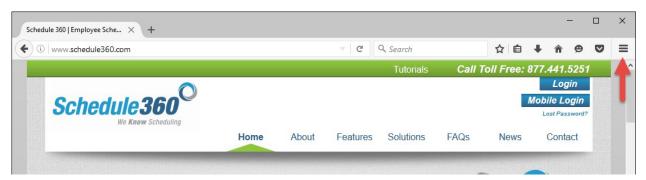
- 6. Then click on the **X** to delete the saved credentials. Once you have cleared the saved credentials start a fresh browsing session by closing all tabs and all windows within your web browser.
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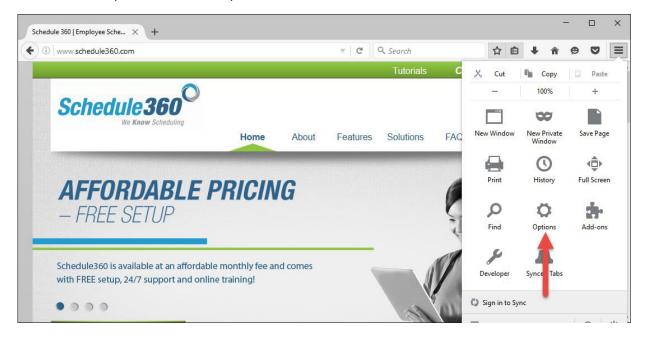


Firefox Users:

1. Click on the settings icon in the top right of your web browser.

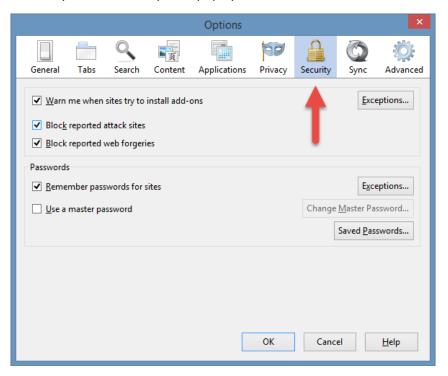


2. Select Options from the dropdown.

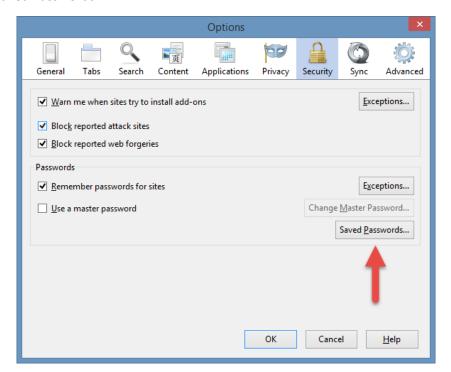




3. Select the Security tab from the options pop up.

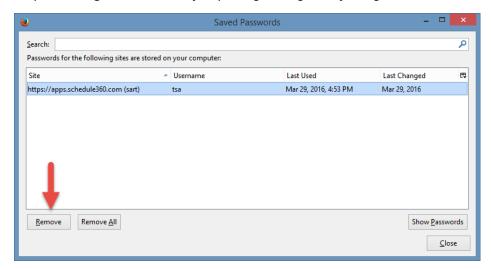


4. Click Saved Passwords...





- 5. Your saved passwords will appear. If you are using a personal device you may see saved passwords for other sites. Click on the saved password for apps.schedule360.com. Then click remove. Once you have cleared the saved credentials start a fresh browsing session by closing all tabs and all windows within your web browser.
 - a. NOTE: Mac users need to completely quit the application and relaunch before proceeding. See Directions for quitting on Page 18 of this guide.





Safari Users:

1. Click on the Safari dropdown at the top of the screen.



2. Select Preferences from the dropdown.



3. Click on the AutoFill tab.

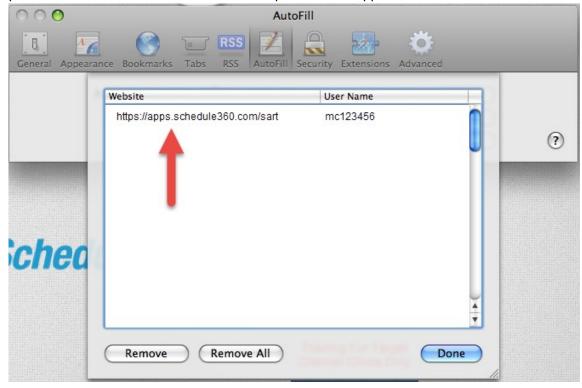




4. Click Edit to right of User names and passwords.

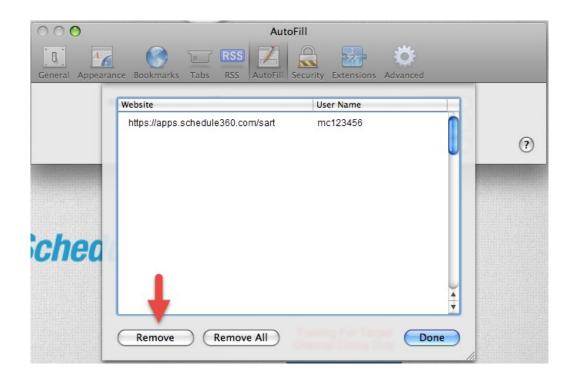


5. Your saved passwords will appear. If you are using a personal device you may see saved passwords for other sites. Click on the saved password for apps.schedule360.com.





- 6. Then click remove. Once you have cleared the saved credentials start a fresh browsing session by closing all tabs and all windows within your web browser.
 - a. NOTE: Mac users need to completely quit the application and relaunch before proceeding. See Directions for quitting on Page 18 of this guide.





Microsoft Edge Users:

1. Click on the settings icon in the top right of your web browser.

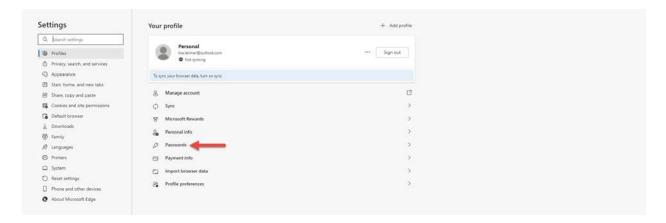


2. Select Settings from the dropdown.

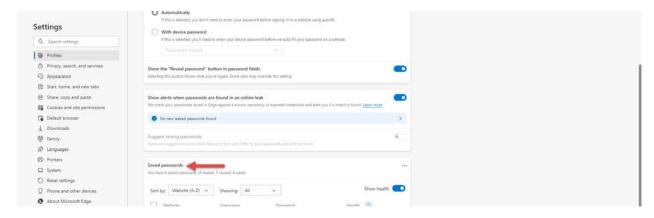


3. Click on passwords in the setting window.



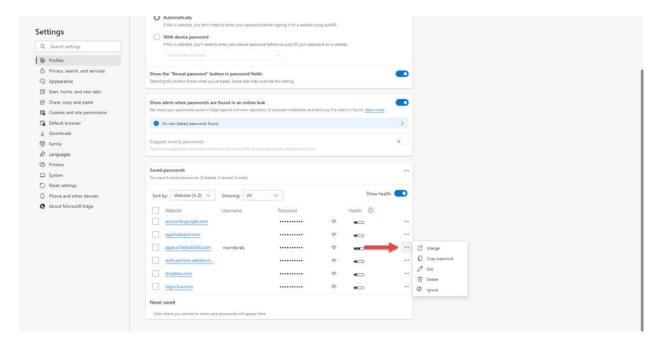


4. Scroll down to the Saved Passwords section.

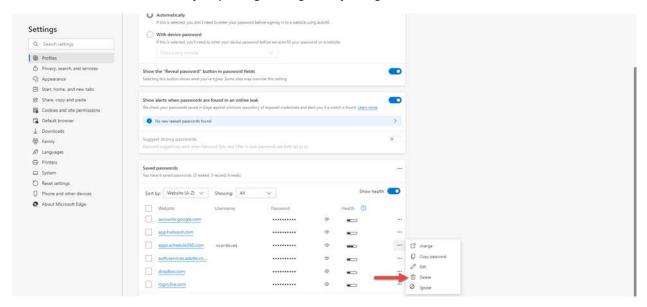


5. Your saved credentials will display. If this is a personal computer you may see saved credentials for other sites as well. Click on the options icon apps.schedule360.com.





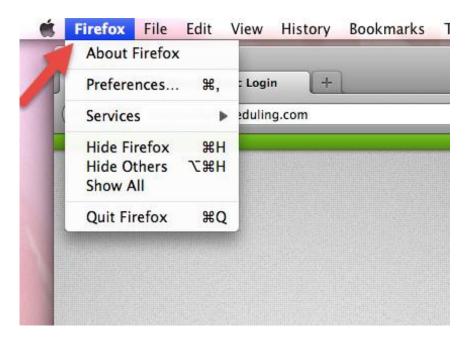
- 6. Then click Delete to delete the saved credential. Once you have cleared the saved credentials start a fresh browsing session by closing all tabs and all windows within your web browser.
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Mac Users: Completely Quitting a Web Browsing Session

1. Click on the application dropdown at the top of the screen.





2. Click Quit to completely close the application.



