## Schedule360<sup>®</sup> 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 <u>www.Schedule360.com</u> 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 guide.*
- 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.

1. 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.

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Schedule360						N	Login Iobile Login		•
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2. Select Internet Options from the dropdown.

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	0				TULOHAIS	Ca	Zoom (100%) Safety	>
	Schedule360 We Know Scheduling	Home	About	Features	Solutions	FAQs	Add site to Apps View downloads Manage add-ons F12 Developer Tools Go to pinned sites Compatibility View settings	Ctrl+J
	<b>AFFORDABLE F</b>	<b><i>RICIN</i></b>	IG			1	<ul> <li>Internet options</li> <li>About Internet Explorer</li> </ul>	



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

Internet Options ? ×							
General Security Privacy Content Connections Programs Advanced							
Home page To create home page abs, type each address on its own line.  http://www.sched 9360.com/							
Use current Use default Use new tab							
Startup							
Start with tabs from the last session Start with home page							
Change how webpages are displayed in tabs. Tabs							
Browsing history							
Delete temporary files, history, cookies, saved passwords, and web form information.							
Delete browsing history on exit							
Delete Settings							
Appearance							
Colors Languages Fonts Accessibility							
OK Cancel Apply							

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

Internet Options ? ×								
General Security Privacy Content Connections Programs Advanced								
Family Safety Control the Internet content that can be viewed.								
Certificates Use certificates for encrypted connections and identification.								
Clear SSL state Certificates Publishers								
AutoComplete AutoComplete store Settings on webpages and suggests matches Feeds and Web Sices								
Feeds and Web Sices Feeds and Web Sices provide updated Settings content from websites that can be read in Internet Explorer and other programs.								
OK Cancel Apply								



5. Click Manage Passwords.

AutoComplete Settings
AutoComplete lists possible matches from entries you've typed or visited before.
Use AutoComplete for
✓ Address bar
Browsing history
✓ Favorites
Feeds
✓ Use Windows Search for better results
✓ Suggesting URLs
Forms
User names and passwords on forms
Ask me before saving passwords
Manage Passwords
Delete AutoComplete history
OK Cancel

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

Control Panel Home

iew and delete your saved logon mornation for web	sites, connected applications and networks.
Web Credentials	Windows Credentials
Back up Credentials Restore Credentials	
Windows Credentials	Add a Windows credential
No Windows credentials.	
Certificate-Based Credentials	Add a certificate-based credential
No certificates.	
Generic Credentials	Add a generic credential



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.

Control Panel Home	Manage your credentials	
	View and delete your saved logon information for web	sites, connected applications and networks.
	Web Credentials	Windows Credentials
	Back up Credentials Restore Credentials	
	Windows Credentials	Add a Windows credential
	No Windows credentials.	
	Certificate-Based Credentials	Add a certificate-based credential
	No certificates.	
	Generic Credentials	Add a generic credential
$\rightarrow$	Microsoft_WinInet_apps.schedule360.com:443/sart	Modified: Today 📀

- 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.
  - a. NOTE: Mac users need to completely quit the application and relaunch before proceeding. *See Directions for quitting on Page 18 of this guide.*





### **Google Chrome Users:**

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

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					Tutorials	Call 1	oll Free: 8	377.441.5251	
S	chedule360							Login Mobile Login Lost Password?	
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2. Select Settings from the dropdown.

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SOMENUMEAN	E IEIQSNEY	¥				Print Find More tools Edit Settings	Cut	Copy	Ctrl+ Ctrl+



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

Chrome	Settings	Search settings
History	Appearance	
Extensions	Get themes Reset to default theme	
Settings	Show Home button	
	Always show the bookmarks bar	
About	Search	
	Set which search engine is used when searching from the omnibox.	
	Web Search 🔻 Manage search engines	
	People	
	Person 1 (current)	
	☑ Enable Guest browsing	
	✓ Let anyone add a person to Chrome	
	Add person Edit Remove Import bookmarks and settings	
	Default browser	
	Make Google Chrome the default browser	
	Google Chrome is not currently your default browser.	

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

Chrome	Settings				Search settings	
History	Prefetch reso	ources to load pages i	nore quickly			
Extensions	Automaticall	y report details of po	sible security incidents to C	Google		
Settings	Protect you a	and your device from	dangerous sites			
	Use a web se	rvice to help resolve	spelling errors			
About	Automaticall	y send usage statistic	s and crash reports to Goog	gle		
	🔲 Send a "Do N	Not Track" request wit	h your browsing traffic			
	Passwords and fo	orms				
	Enable Autof	ill to fill out web form	is in a single click. Manage	Autofill settings		
	Offer to save	your web passwords	. Manage passwords	-		
	Web content					
	Font size:	Medium	▼ Customize font	s		
	Page zoom:	100%	-			
	Network					
	Google Chrome i	is using your compute	er's system proxy settings to	o connect to the netwo	ork.	
	Change proxy :	settings				
	Languages					
	Change how Chr	ome handles and dis	olays languages. <u>Learn more</u>	e		



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.

Passwords	×
Q 4	
Saved passwords	Search passwords
apps.schedule360.com tsa	
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🗔 s	
Passwo	
V 8	
2 c	
Never saved	
Font Sites which never save passwords will appear here. Learn more	
Page	
Netwo	
Goos Ch Access your passwords from any device at <u>passwords.google.com</u>	Done
Languages	

- 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.
  - a. NOTE: Mac users need to completely quit the application and relaunch before proceeding. *See Directions for quitting on Page 18 of this guide.*

Passwords	×
Saved passwords	Search passwords
apps.schedule360.com tsa	····· Show X
	т
Trans.	•
Passwo	
Never saved Web.co	
Font Sites which never save passwords will appear here. Learn more	
Page	
Networ	
Good	
Access your passwords from any device at <u>passwords.google.com</u>	Done
Languages	



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## Firefox Users:

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

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				Tutorials	Call 1	Toll Free: 8	377.441.525 <sup>.</sup>	1
Schedule360 We Know Scheduling						1	Login Mobile Login	
	Home	About	Features	Solutions	FAQs	News	Contact	

2. Select Options from the dropdown.

🕖 www.schedule360.com			⊤ C'	Search		☆自	+ ∩	• •
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3. Select the Security tab from the options pop up.

				Options				×
General	Tabs	Search	反 Content	Applications	Privacy	Security	C) Sync	Advanced
<ul> <li>✓ Warn</li> <li>✓ Block</li> <li>✓ Block</li> </ul>	me when reported a reported v	sites try to attack sites web forgeri	install add-o	ons		1	<u>E</u> xc	eptions
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4. Click Saved Passwords...

				Options				×
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General	labs	Search	Content	Applications	Privacy	Security	Sync	Advanced
✓ <u>W</u> arn	me when	sites try to	install add-	ons			<u>E</u> xc	eptions
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- 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.*

(	8	Saved Passwords			×
Γ	Search:				٩
	Passwords for the following sites are stored o	n your computer:			
	Site	Username	Last Used	Last Changed	₽₽
	https://apps.schedule360.com (sart)	tsa	Mar 29, 2016, 4:53 PM	Mar 29, 2016	
	Remove All			Show Passwoi	rds
	Vemore All				e



#### 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.

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General	Appearance	Bookmarks	Tabs RSS	AutoFill	Security	Extensions	Advanced		
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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.

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General Appearan	ce Bookmarks Tabs RSS AutoFill	Security Extensions Advanced	1
	Website	User Name	
	https://apps.schedule360.com/sart	mc123456	0
chea			
	Remove Remove All		Done



- 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.*

000	Auto	Fill	
General Appearan	ce Bookmarks Tabs RSS AutoFill	Security Extensions Advance	ed
	Website https://apps.schedule360.com/sart	User Name mc123456	
cheo			
	<b>↓</b>		Ť
	Remove Remove All		Done



#### Microsoft Edge Users:

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





3. Click on passwords in the setting window.



Settings	Your profile	+ Add profile
Q. Bearch sattings		
Profiles	lisa.atomer@outlook.com	··· Sign out
Privacy, search, and services	Not synong	
Appearance	To sync your browser data, turn on sync.	
Start home, and new tabs		
Share, copy and paste	S Manage account	ď
G Cookies and site permissions	() Sync	>
C Default browser	SP Microsoft Rewards	>
🛓 Downloads	0. Personal info	2
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Al Languages	29 Passwords	,
Printers	Payment info	>
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About Microsoft Edge		

4. Scroll down to the Saved Passwords section.

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Q. Search settings	If this is selected, you'll need to enter your device parsword before we suits fill your parsword on a website.
Profiles	
Privacy, search, and services	Show the "Reveal password" button in password fields
Appearance	Selecting this button shows what you've typed. Some sites may override this setting
Start home, and new tabs	
B Share, copy and paste	Show alerts when passwords are found in an online leak
Cookies and site permissions	We check your passwords saved in Edge against a known repository of exposed credentials and alert you if a match is found. Learn more
G Default browser	No new leaked passwords found
🛓 Downloads	
🖑 Family	Suggett strong passwords
AT Languages	
Printers	
🖾 System	Saved passwords
O Reset settings	
Phone and other devices	Sort by: Website (A-Z) V Showing: All V Show health
About Microsoft Edge	

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.



ungs	With device password						
Search settings	If this is selected, you'll need to enter your device pattword	pelon we auto thi your paus	HOLD ON Y MADE	08.			
Profiles							
Privacy, search, and services	Show the "Reveal password" button in password fields						
Appearance	Selecting this button shows what you've typed. Some sites may over	ride this setting					
Start home, and new tabs							
Share, copy and paste	Show allerts when passwords are found in an online leak						
Cookies and site permissions	We check your pesseords saved in Edge against a known repository	of exposed credentials and a	leit you if a ma	tch is found. Learn more			
Default browser	No new leaked passwords found				>		
Downloads							
Family	Suggest strong passwords				0		
Languages							
Printers	Count exempted						
System	Yoo have 6 saved passworths (D leaked, 5 reused, 6-waak)						
Reset settings					-		
Phone and other devices	Sort by: Website (Å-Z) 🗸 Showing: All	~		Show he	ith 💶		
About Microsoft Edge	Website Username	Password		Health (2)			
	accounts.google.com		18	-			
	appringsporcom		101	-			
	appsschedule360.com neardava1		10	-	•	🕑 charge	
	authservices.adobe.co.		10	-		Copy password	
	dropbox.com		÷.	-		Ø Edit	
	loop law com		10	-		Delete	
	TTI MARKANI		<u> </u>	-		Ø Ignore	
	Never saved						
	Sites where you choose to never save passwords will appear here						

- 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.
  - a. NOTE: Mac users need to completely quit the application and relaunch before proceeding. *See Directions for quitting on Page 18 of this guide.*

Settings	Automstically     If the is suitedid you druch relea to entry your password before signing in to a website using autofili.     With device password     With device password
Q. Search settings	If this is advected, you'll need to enter your device parameted before we actual fit your parameteria or a verbalan
Profiles	
Privacy, search, and services	Share the "Burnal excepted" between in property fields
Appearance	Selecting this batton balas shall you're poet and some sheering and the setting
Start, home, and new tabs	
B Share, copy and paste	Show alerts when passwords are found in an online leak
Cookies and site permissions	We check your persivents saved in Edge against a known repository of exposed credentials and alert you if a match is found. Learn more
Co Default browser	No new leaked passwords found
🛓 Downloads	
왕 Family	Suggett throng passwords
AT Languages	
Printers	
System	Salved passwords
O Reset settings	
Phone and other devices	Sort by: Website (A-Z) ~ Showing: All ~ Show health
About Microsoft Edge	Website Username Password Health ()
	accounts.google.com
	Apps.st./hedukes/sol.com neords/sil
	autriservices adobe co O Copy password
	displancter @ / Ees
	login Kyacom

Mac Users: Completely Quitting a Web Browsing Session

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



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1	Prefere	nces	ж,	: Logir		
	Service	s	•	dulin	g.com	
	Hide Fi	refox	жн			
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	Quit Fir	refox	жQ			

2. Click Quit to completely close the application.

Services ► aduling.com Hide Firefox %H	
Hide Firefox #H	
Hide Others て第日	
Show All	
Quit Firefox #Q	

