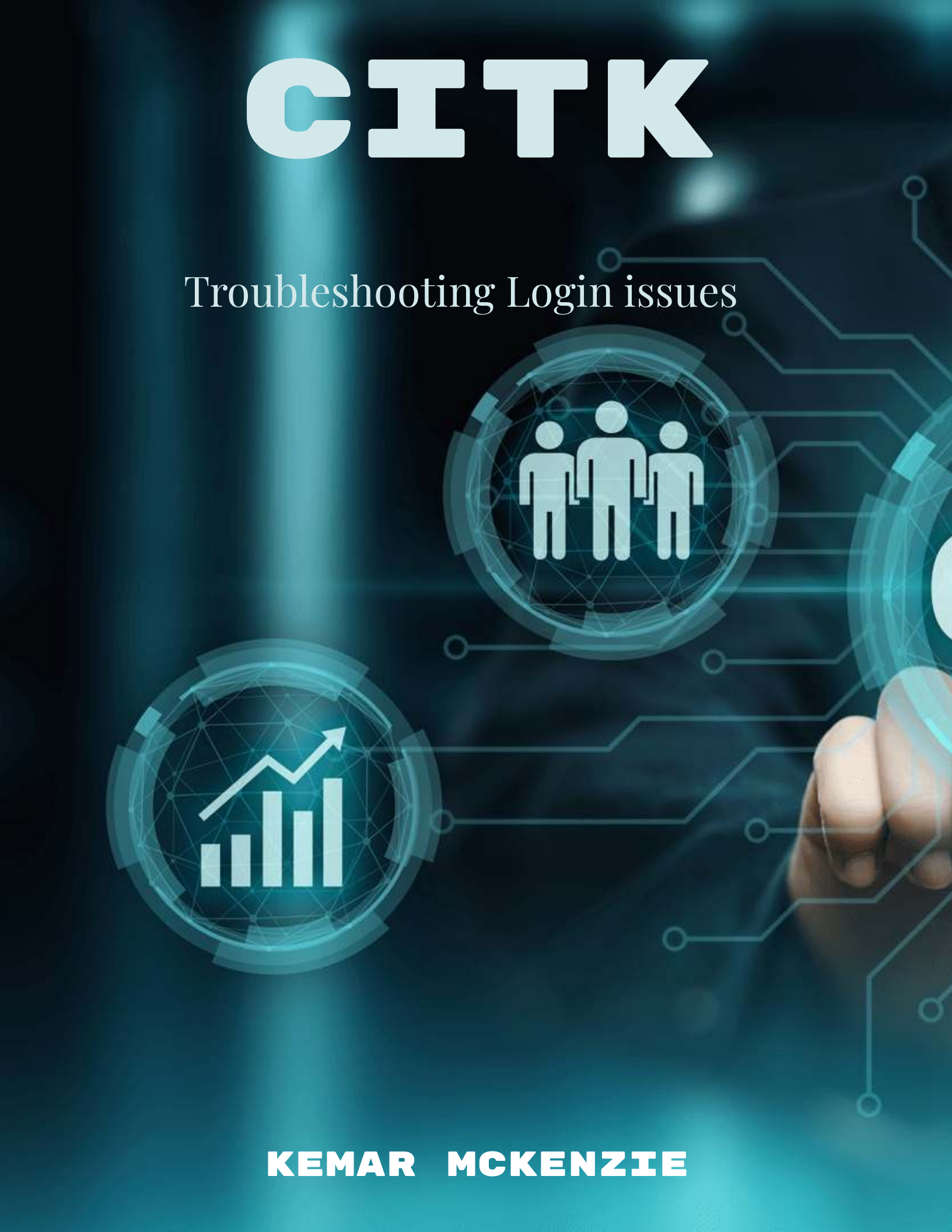
CITK

Troubleshooting Login issues



KEMAR MCKENZIE

This Article Covers:

- Error: Unable to log you in at this time
- Error: Not able to send the security code at this time
- Error: User does not exist in this Agency
- No Error but the page just doesn't redirect and got stuck
- Error: Web server is returning an Unknown Error
    - How to remove Site Data on Chrome
    - How to remove Site Data on Safari

Error: Unable to log you in at this time

1. Ask them which Internet service provider (ISP) they are using

If they have **Verizon Fios**, please disable protection here:

https://www.verizon.com/support/residential/internet/essentials/home-network-protection

If they have **CenturyLink**, please disable secure wifi here as this will be the only way to access the app.

https://kb.plu.edu/page.php?id=109248

If they have had **Survey Junkie** before, please uninstall to see if it will work as it will update all SSL certificates on your website.

If they have **McAfee** installed, please turn off web protection here

https://www.help.k12.com/s/article/McAfee-Web-Protection-Enable-Disable

If they have xfinity, please check

https://www.xfinity.com/support/articles/online-security-with-xfi-faqs

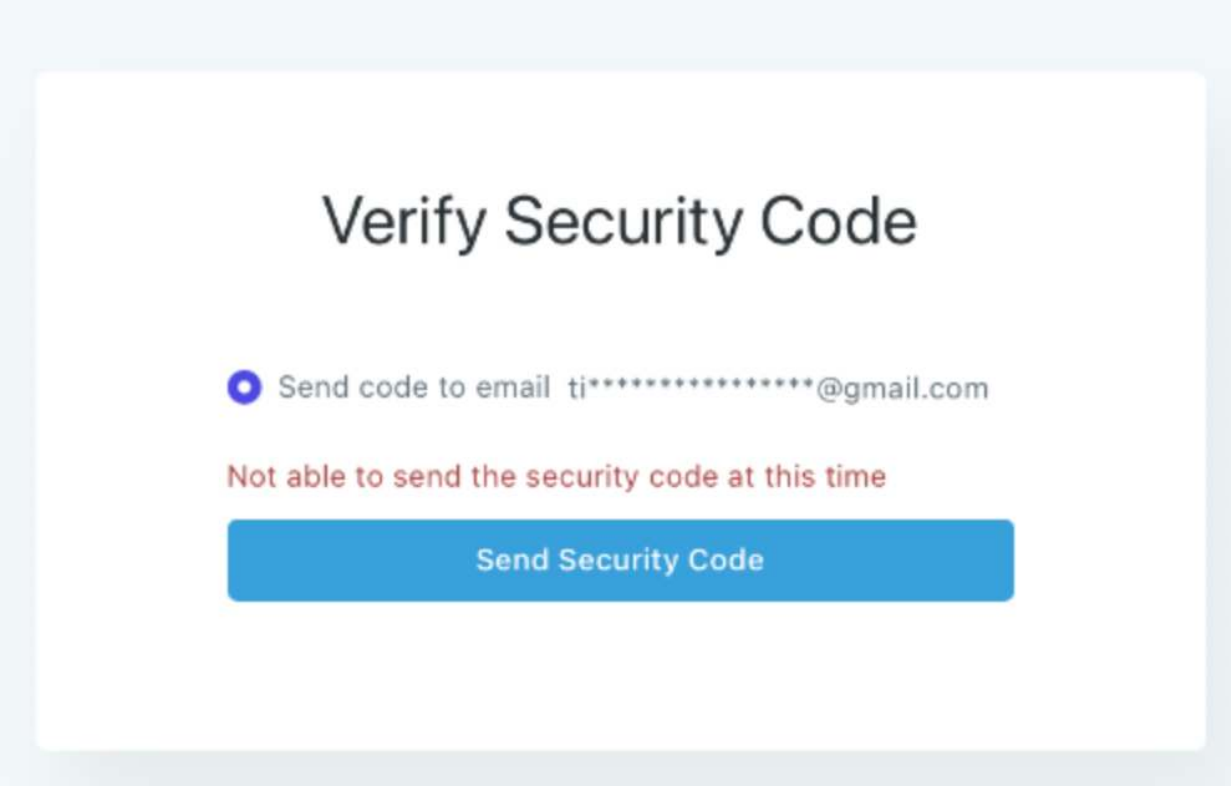
We will be working on a long-term solution in the meantime. As long as the user is browsing secure websites on their device, turning off the protection feature should not bring any risks.

2. If they are not using the ISP mentioned above:

When they are trying to log in, Inspect the page, Open the network tab and create a loom with the request being sent. Show the response for the API.

You can give us a call at (888) 732-4197 to open a ticket and send us a Loom video like the one below for us to take a look further.

Error: Not able to send the security code at this time



Please reach out to the agency admin to add a **user phone number** for the user who tries to log in so they can send the 2FA code to the user's phone number. If you are the only agency admin, please reach out to us at (888) 732-4197 so we can update the user phone number for you.

To get email verification to work, please watch this video to check further:

1. What is the user login email?

2. Did the user check their spam folder for an email titled "Login Security Code"?

3. What is the company relationship number? (found in agency settings->company tab)

4. Are you using your own SMTP or Mailgun? (check agency settings)

Error: User does not exist in this Agency

If this error is showing up when the user is trying to log in through a whitelabel domain, that means the user is not associated with that agency within the whitelabel domain.

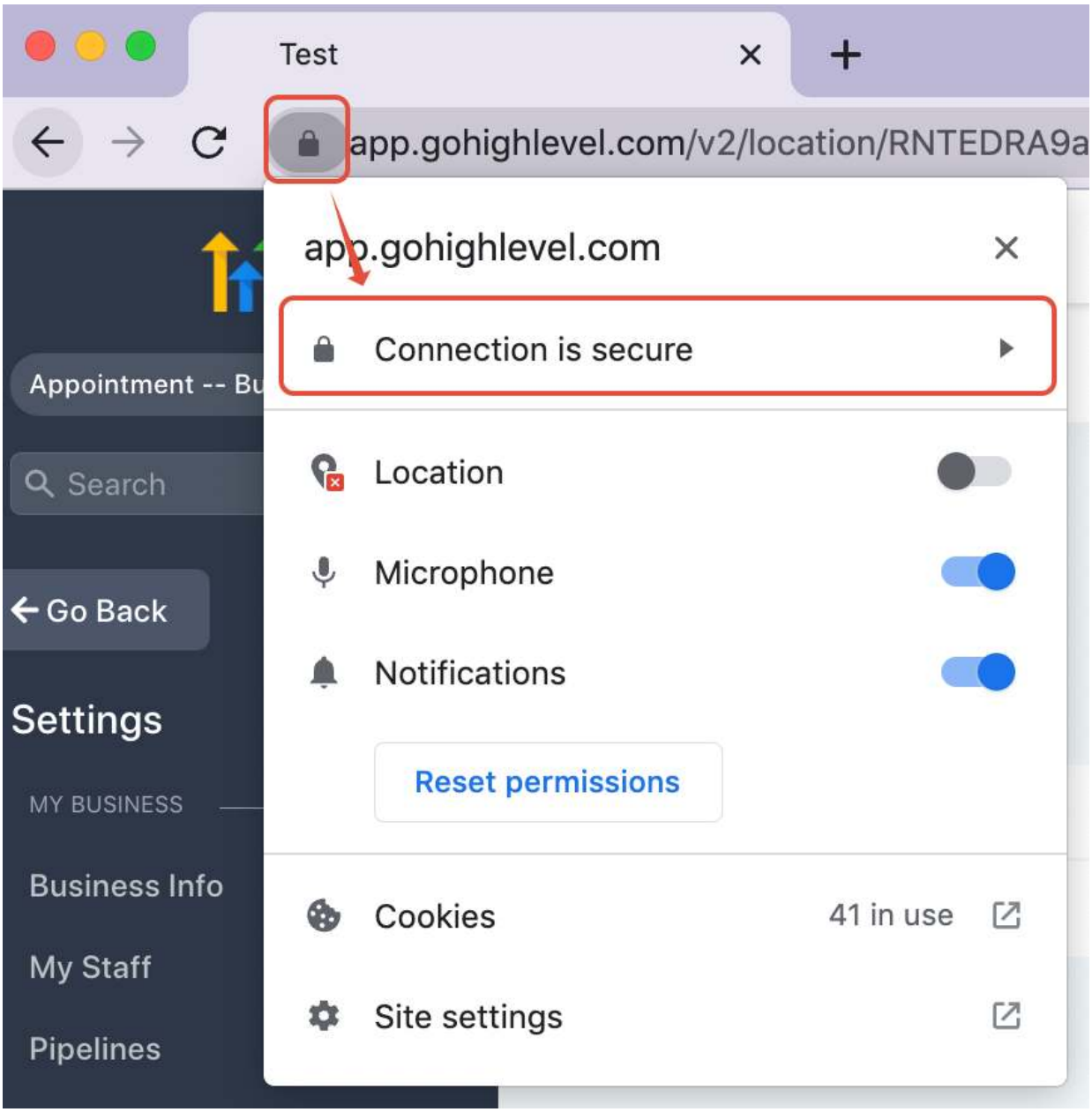
No Error but the page just doesn't redirect and got stuck

1. Make sure cookies are allowed for app.churchintheknow.org

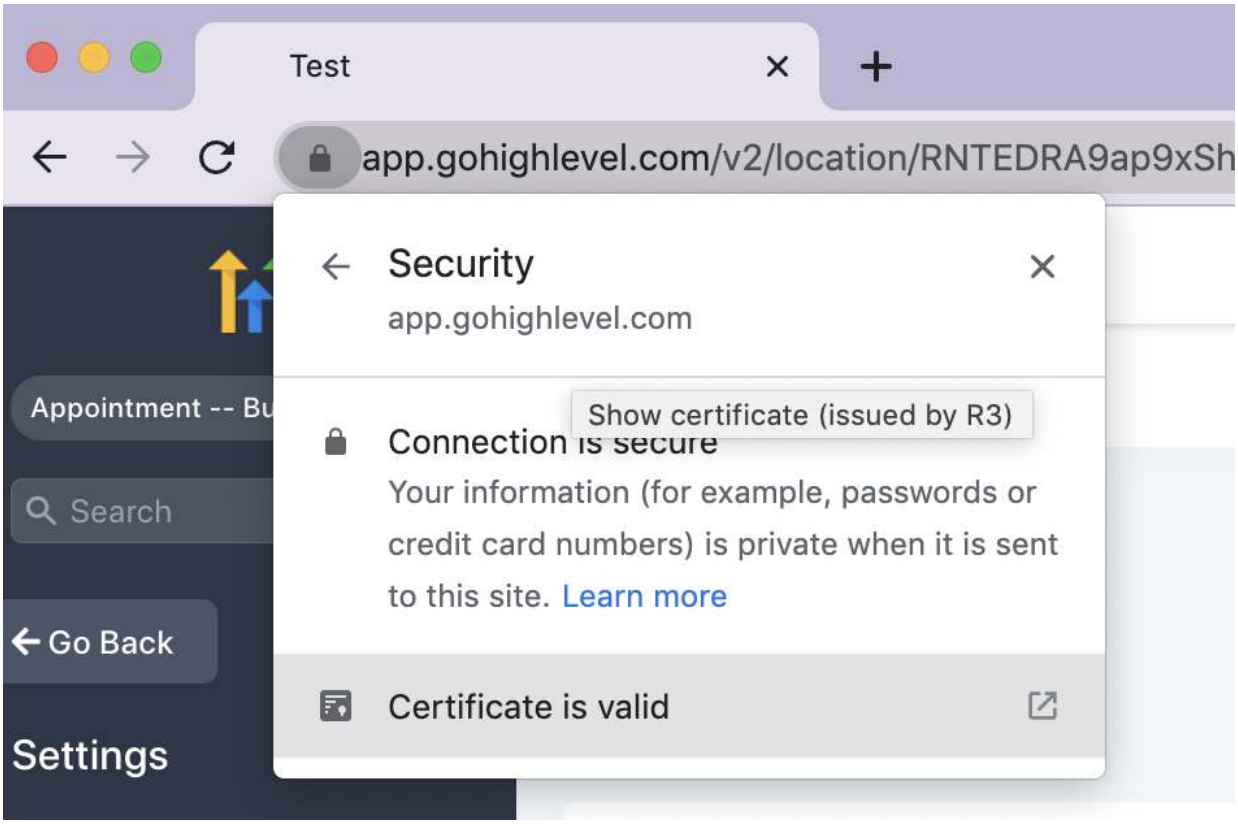
2. If it's still stuck,

check If they have software (e.g. **NordVPN**) that might control browsing activity/web protection before, please **turn off / uninstall** to see if it will work as it will update all SSL certificates on your website.

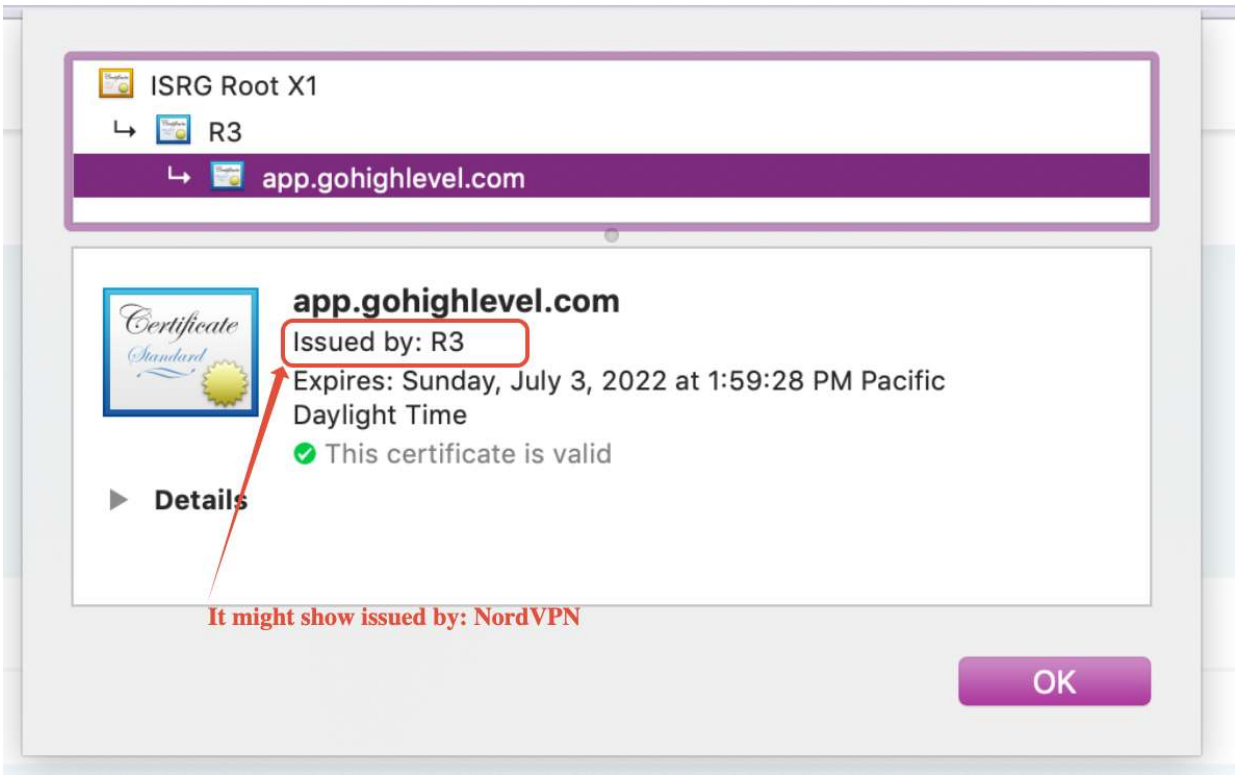
Click on the lock icon on the top left > Click on **Connection is secure** to expand more information



Click on **Certificate is valid**



It might show **Issued by: NordVPN** here which means that it will block the page from loading



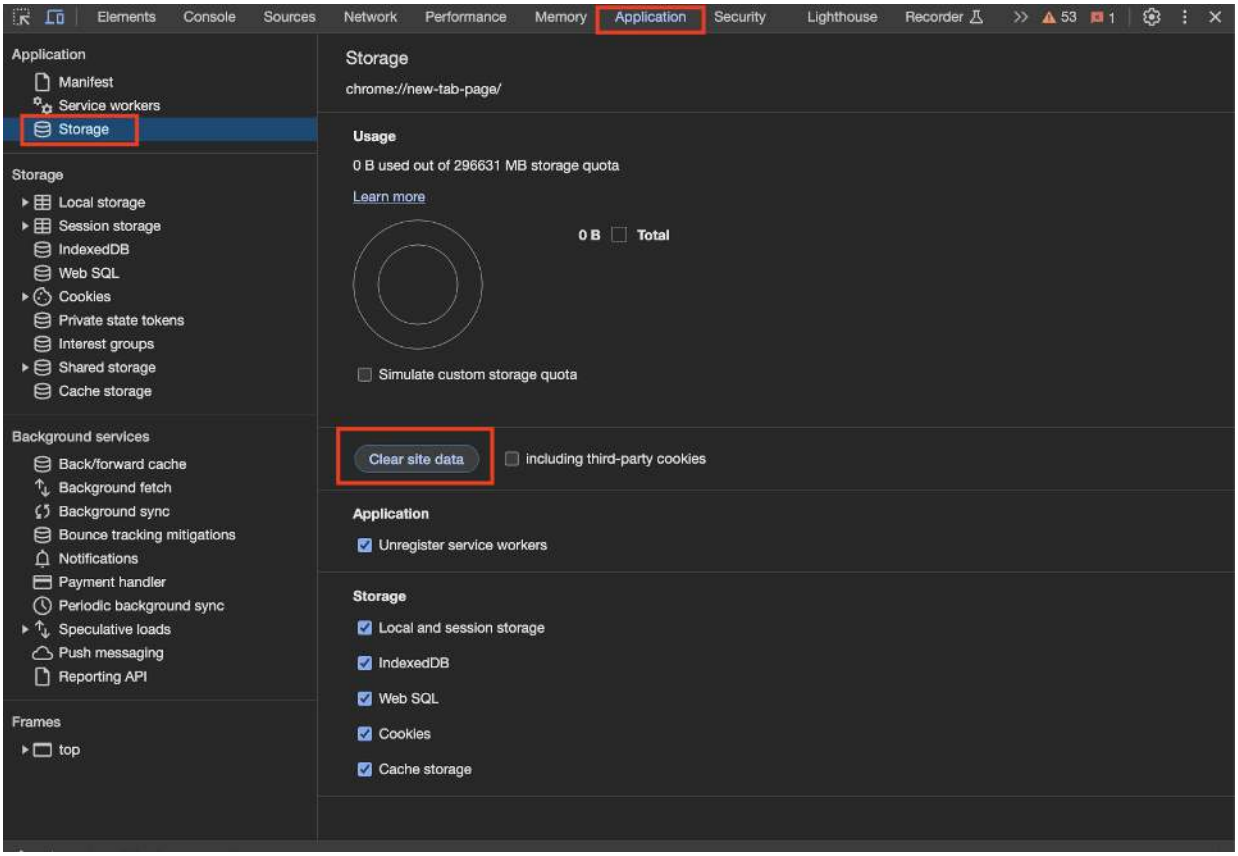
Error: Web server is returning an Unknown Error

To remove this error you will have to clear the site data.

How to remove Site Data on Chrome:

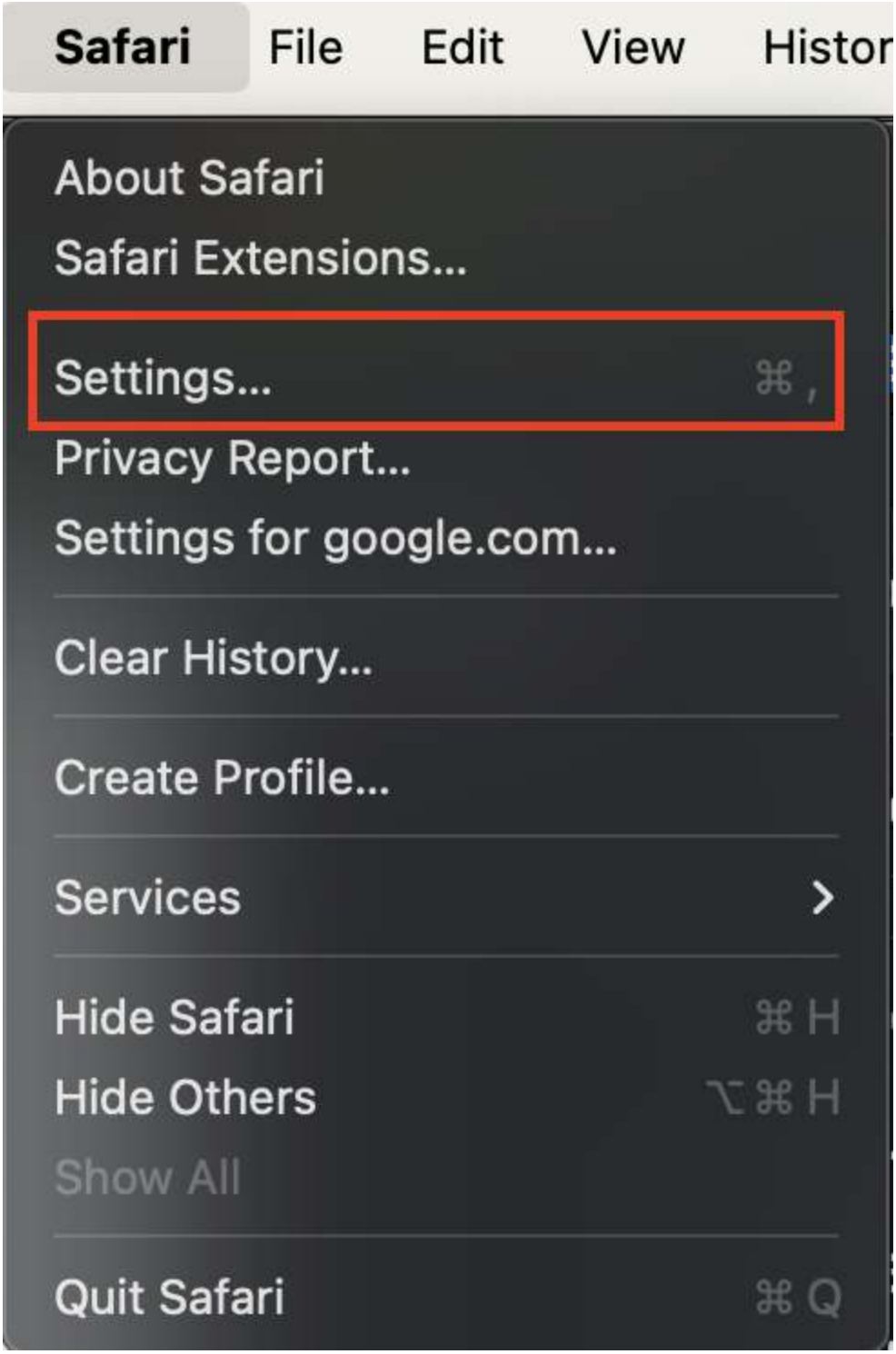
1. For chrome, Right-Click on the browser and inspect the page's elements.

2. Then click on Applications from the top - menu and access the Storage option on the left-hand navigation menu
3. You should then be able to see the "Clear Site Data" option on the middle of the screen:

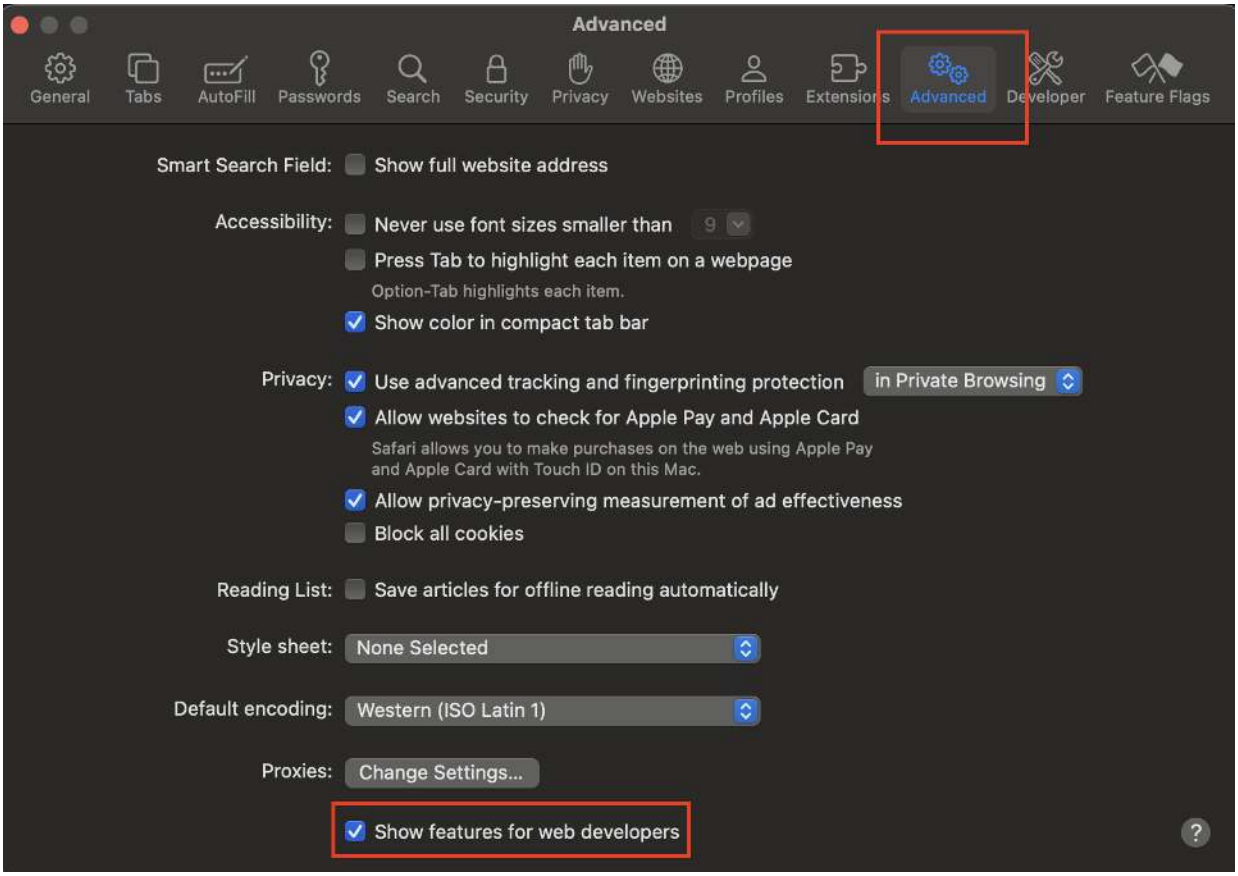


How to remove Site Data on Safari:

1. For Safari, you must first enable Developer tools by accessing the browsers settings, by clicking Safari and then settings



2. Then you have to click on Advanced from the top menu and turn on the box for "show features for web developers"


Advanced
General
Tabs
AutoFill
Passwords
Search
Security
Privacy
Websites
Profiles
Extensions
Advanced
Developer
Feature Flags
Smart Search Field:
Show full website address
Accessibility:
Never use font sizes smaller than
9
Press Tab to highlight each item on a webpage
Option-Tab highlights each item.
Show color in compact tab bar
Privacy:
Use advanced tracking and fingerprinting protection
in Private Browsing
Allow websites to check for Apple Pay and Apple Card
Safari allows you to make purchases on the web using Apple Pay and Apple Card with Touch ID on this Mac.
Allow privacy-preserving measurement of ad effectiveness
Block all cookies
Reading List:
Save articles for offline reading automatically
Style sheet:
None Selected
Default encoding:
Western (ISO Latin 1)
Proxies:
Change Settings...
Show features for web developers
?

Put here a summary or a recap of the contents.

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Donec pretium vulputate sapien nec sagittis. Potenti nullam ac tortor vitae purus. Sit amet massa vitae tortor condimentum lacinia quis. Scelerisque viverra mauris in aliquam sem fringilla ut morbi tincidunt. Ipsum nunc aliquet bibendum enim facilisis gravida.

Condimentum mattis pellentesque id nibh tortor id aliquet lectus. Leo urna molestie at elementum eu facilisis sed. Diam sollicitudin tempor id eu nisl nunc mi ipsum faucibus. A erat nam at lectus urna duis convallis convallis tellus. Id cursus metus aliquam eleifend mi. Auctor urna nunc id cursus. Nisi scelerisque eu ultrices vitae. Eget nullam non nisi est sit amet facilisis. Fames ac turpis egestas sed tempus urna. Turpis massa tincidunt dui ut.