

Login Problems

If you have problems logging in, first check the obvious. Typing errors, a Caps lock on, or a non-standard keyboard mapping.

If your username or password can't be matched you'll see a message to tell you it is not recognised. The holder of your club's general admin key or the web administrator can reset your captain or club secretary key if required.

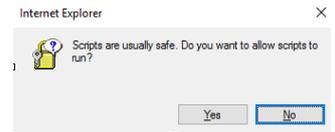
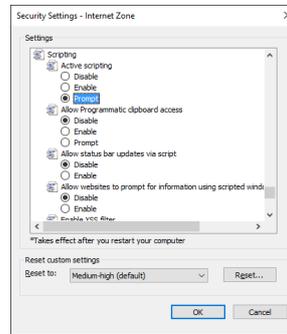
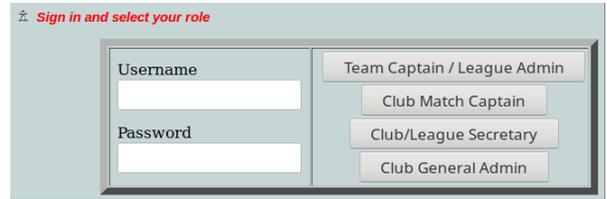
If trying this from your workplace, your organisation's firewall may be blocking logins so you may need to ask your network administrator about this. You could also try from another browser to see if that differs (though you probably have similar privacy settings for all your browsers).

If using a Password Manager, does this pause after auto-filling username and password, so you get a chance to select your role? If not, and it immediately tries to log you in, this may not work for non-Team-Captain roles. (because the auto-login is equivalent to pressing 'Enter', which is equivalent to clicking 'Team Captain')

A message about Javascript is not a login problem, though you are prompted to consider enabling Javascript before logging in. Any dates to be entered on site forms will need to be typed in manually unless you enable Javascript for pop-up calendars to work. IE screen shot example from IE Tools -> Internet options -> Security. You can define this to "Prompt" if you don't want to set a blanket allow.

If your browser shows a message about not accepting session cookies instead of the login screen, these will need to be set to allow in your browser (see notes below if you are uncertain how to do this).

If you need to enable session cookies, clicking on "Login Problems" shows you this document to help you do this. Session cookies are quite innocuous and short-lived, whereas persistent cookies remain on your PC after the session is over. e.g. As used by some shopping sites, such as Amazon etc. - so that items can stay in your basket in case you return to checkout several days later. Allowing 3rd party cookies reduces security and increases the risk of spam. This site only uses session cookies to pass temporary data 'between pages'. How you enable session cookies depends on which browser you use. The notes below refer to several common browsers. Right click on the 'try again' link (on your cookiemessage screen) and select 'Copy Shortcut', ready to paste the server address into your settings.

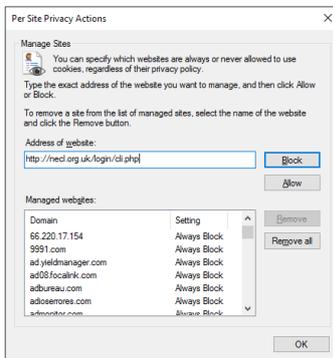


Browser Cookie Settings

1. Internet Explorer 11

From the browser 'tools' tab (click cog symbol, or Alt+X), select 'Internet Options', then select the 'Privacy' tab. You now have a choice. If you are unsure about changing your internet settings or only want to allow cookies from a small selection of sites, choose (a).

(a) To enable cookies only for selected sites
Click on 'Sites' and paste the server web address into the box (place cursor in box, right click and select 'paste'), then click on 'Allow'. The server part of the address now appears in the managed list.



(b) To enable session cookies for all sites
This saves you having to separately enter each site that needs you to allow cookies, but can't give the higher level of privacy in (a) above. From the browser 'tools' tab, select -> Internet Options -> Privacy -> Advanced and tick "Always allow session cookies" (other settings according to your policy)

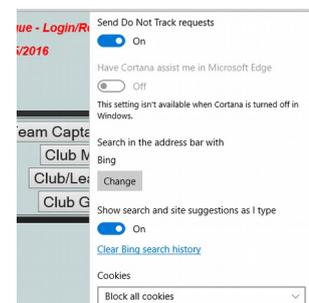


Click OK and close your internet option tab, then click on the 'try again' link on your cookie-message screen. You should now see the login screen.

2. Microsoft Edge 25

Click on "More" (dots symbol) . Select "Settings" -> View Advanced Settings and select "Block only third party cookies" (or "Block all cookies" also seems to allow session cookies).

Click on the 'try again' link on your cookie-message screen to see the login screen.

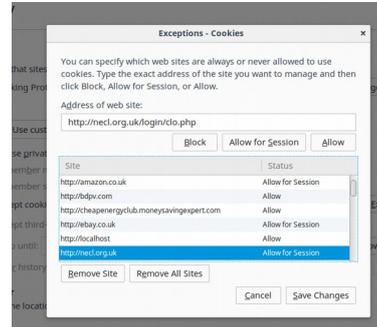
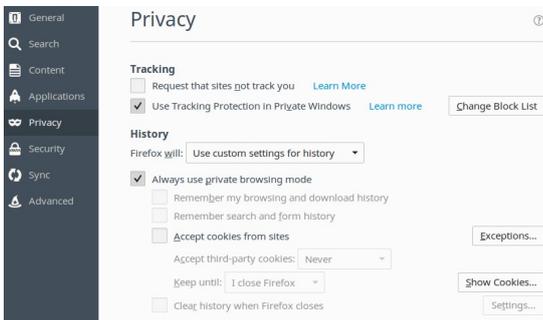


3. Firefox 45

As with Internet Explorer, you have a choice to change your internet settings for all sites or apply settings only to selected sites. Right click on the 'try again' link (shown above in your cookie-message screen) and select 'Copy Link Location'. From the browser 'tools' tab select -> Options -> Privacy.

(a) To enable cookies only for selected sites

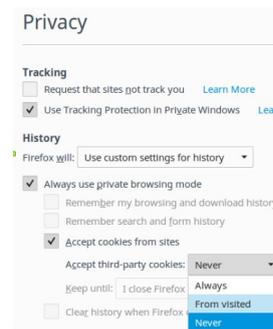
Under the 'History' choices select 'Use custom settings for history' (the 'Remember history' choice will work too but will enable all cookies!) Click 'Exceptions' and paste the server web address into the box (place cursor in box, right click and select 'paste'). Click 'Allow for Session'. The server address now appears in the managed list, as shown.



(b) To enable session cookies for all sites

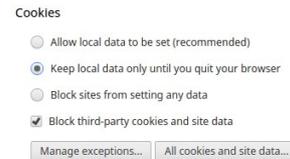
Click/tick on the 'Accept cookies from sites' box and select either "From visited" or "Never" to suit your privacy policy.

Close your internet option tabs. Click on the 'try again' link on your cookie-message screen. You should now see the login screen.



4. Chrome 48

Chrome allows cookies by default. Adjust this via "Settings" -> "Show advanced settings". Under "Privacy" select "Content settings". From there, you can define site exceptions and block third-party cookies.



5. Opera 36

Select Menu -> Settings -> Privacy & Security. The "Cookies" section allows you to define site exceptions and block third-party cookies.

6. Other Browsers

Explore the settings menus for other browsers to find similar facilities to set your cookies and levels of security.