FAQ – Cloud Login Issues

FAQ's · https://cclearninghub.co.uk/docs/faq-cloud-login-issues/

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- Home
- Care Control Knowledgebase
- FAQ's
- FAQ – Cloud Login Issues



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If you try to log in to Care Control Cloud via the web portal and, after entering your username and password, the page simply reloads without signing you in, the issue is likely caused by your browser’s cache.

Clearing your cache usually resolves the problem.

How to Clear Your Browser Cache (Microsoft Edge / Chrome)

1. **Open Settings:** Click the three dots (…) in the top-right of the browser.
2. **Go to Settings:** Select *Settings* from the menu.
3. **Privacy options:** Choose *Privacy, search, and services* (Edge) or *Privacy and security* (Chrome).
4. **Clear browsing data:** Click *Choose what to clear* (Edge) or *Clear browsing data* (Chrome).
5. **Select time range:** Set the time range to *All time*.
6. **Choose what to clear:** Tick *Cached images and files* only.
7. **Clear the data:** Click *Clear now* (Edge) or *Clear data* (Chrome).

Try Logging in Again

Once the cache is cleared, return to the Care Control Cloud login page and enter your username and password again. You should now be able to sign in successfully.

Need Help?

If you still experience issues after clearing your cache, please reach out to our Support Team for further assistance by filling out this form.

Was it helpful ?

- Happy
- Normal
- Sad

Table of Contents

↑ Top