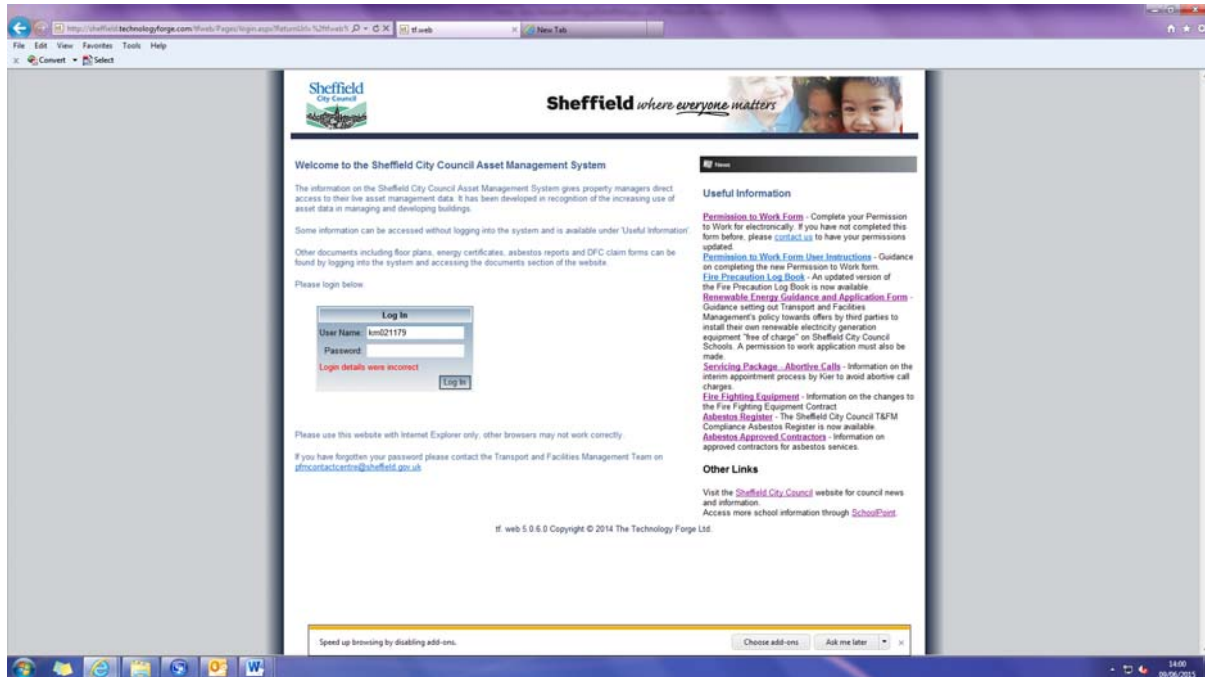


General Issue Logging into TF Web

One of the most frequent issues we have with TF Web is users thinking they have forgotten their password because the system won't let them in.

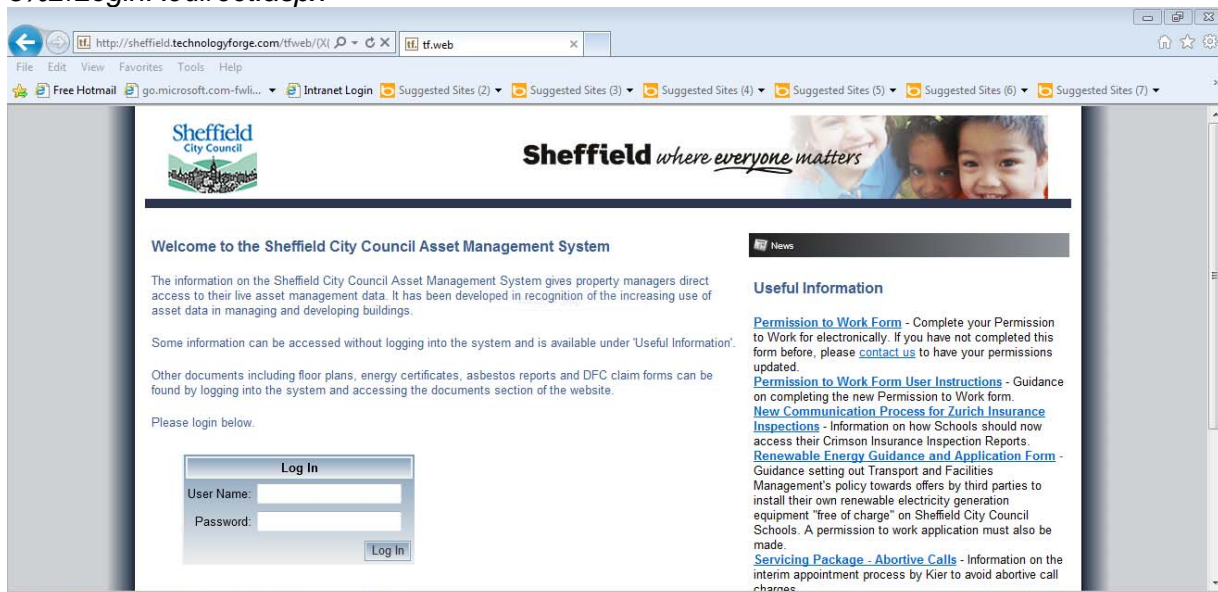
If you have logged incorrectly into TF you will get an error message saying that the log in details are incorrect.



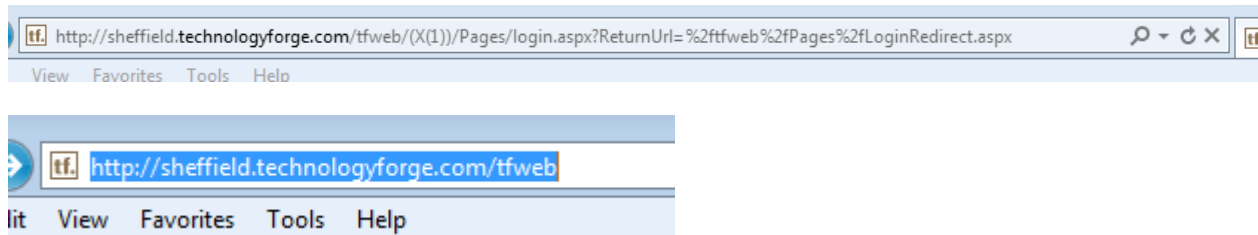
If however, you don't get an error message and the system just reverts back to a blank log in screen then you are not inputting your details incorrectly, the system is looping back to the login screen instead of taking you through to your homepage.

If you look at the web address bar at the top of the page, you will see a number of strange characters in the web address as per below.

[http://sheffield.technologyforge.com/TFweb/\(X\(1\)\)/Pages/login.aspx?ReturnUrl=%2ffweb%2fPage%2fLoginRedirect.aspx](http://sheffield.technologyforge.com/TFweb/(X(1))/Pages/login.aspx?ReturnUrl=%2ffweb%2fPage%2fLoginRedirect.aspx)



If you delete all these characters back to /tfweb, and then hit return, the system will let you into TF Web



The screen it takes you to though will not be your homescreen, However if you now log out of the system and log back in, it should log in fine and take you to your normal homepage.

If you continue to have trouble logging in, please do not hesitate to contact T&FM on the number below.

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