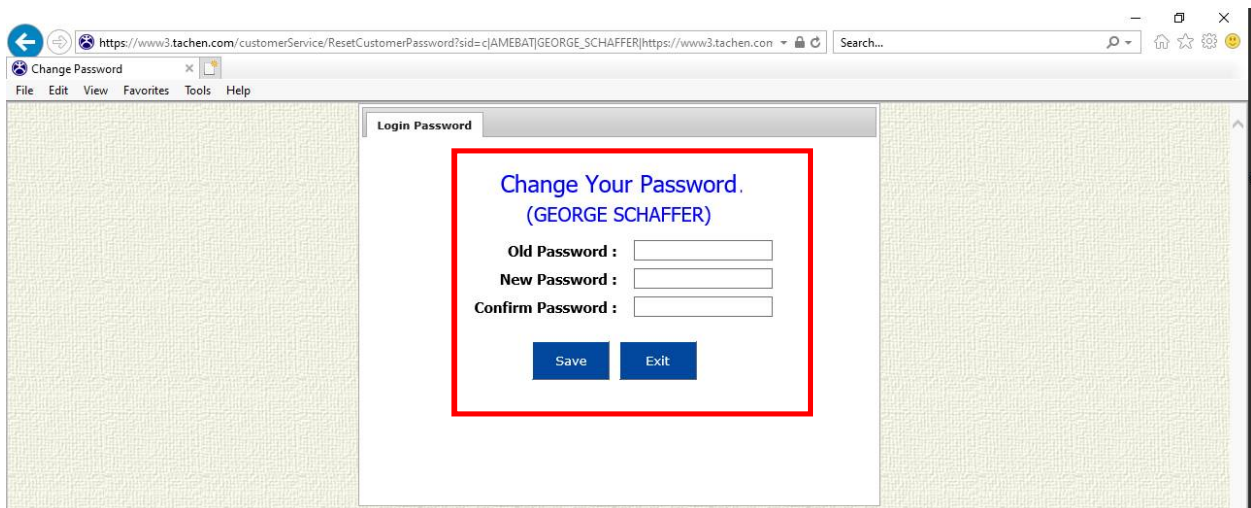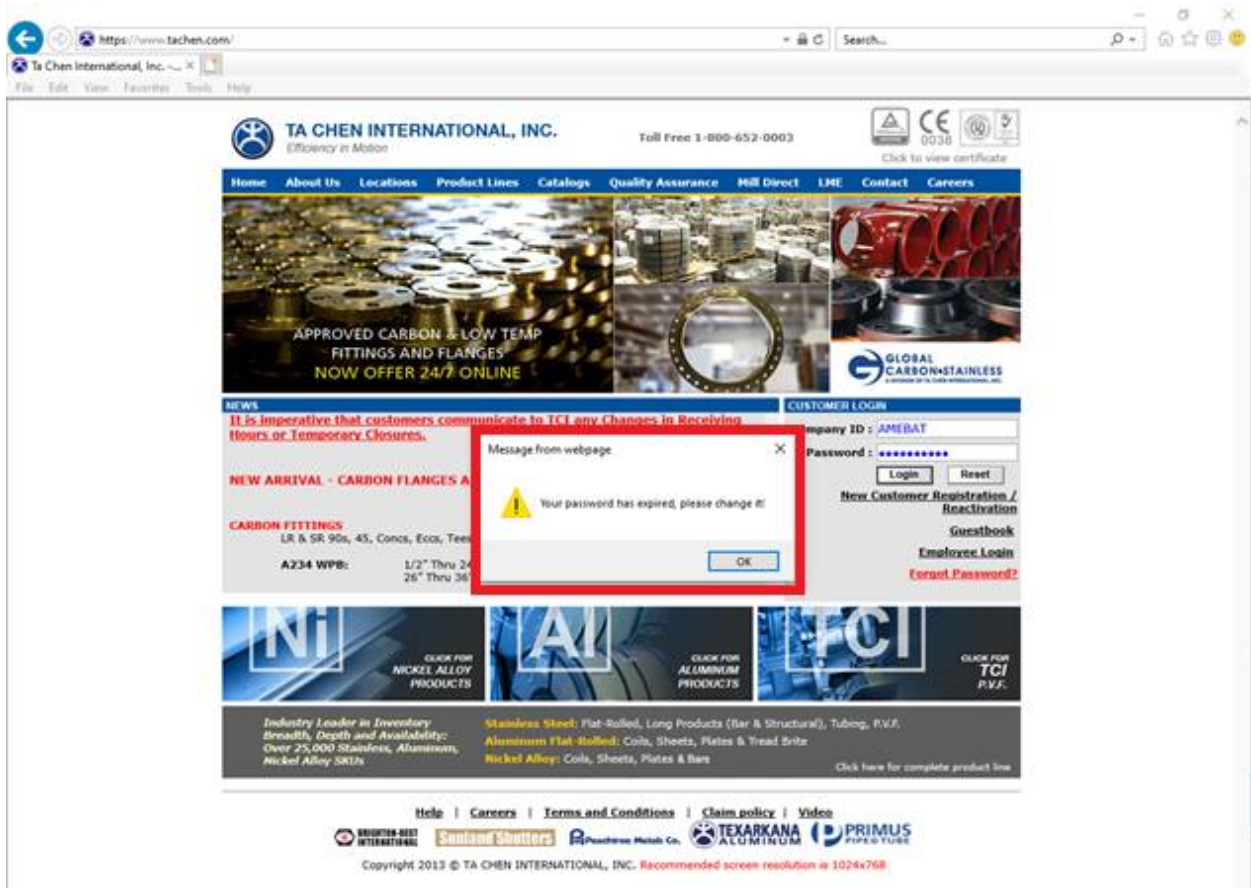# TCI Web Customer Login Trouble Shooting

a) **Password Expired** –

Normally a customer cannot login to Ta Chen website is because of password expired. If a customer's login password expired, the user will see a warning message and then website will take the user to change password page.

b) **Windows Internet Explorer browser issue**—

If a user cannot login to Ta Chen customer site (www.tachen.com) or take them back to login page, the issue may be caused by user's web browsers and temp files. Please follow up the following steps to clean up web browser temp files and cookies from step 3.

## TROUBLESHOOTING PROBLEMS ON THE TCI WEB SITE

IF USING INTERNET EXPLORER 10, PLEASE MAKE SURE YOU ARE IN "COMPATIBILITY VIEW" UNDER "TOOLS"

If you are experiencing problems with the Ta Chen web site, please start by checking another computer in your office. If the problems are not happening on all computers, then the problem is most likely confined to the one PC. Following are our suggestions to solving the problems:

1. Make sure you are using a Windows system, and make sure you are connecting to the web site through IE (Internet Explorer).
2. Make sure all Windows and IE updates are taken care of.
3. Delete the PC cookies and history, and for the Browsing History settings, make sure "Every time I visit the webpage" is marked (see the following instructions).
4. Make sure all pop-up blocker are turned OFF.
5. Please manually enter the web site address (do not choose from the Favorites list).
6. If using INTERNET EXPLORER 10, make sure you are in "Compatibility View" (see the following instructions).

INSTRUCTIONS FOR STEP 3:

- Open Internet Explorer
- Tools→Internet Options→General
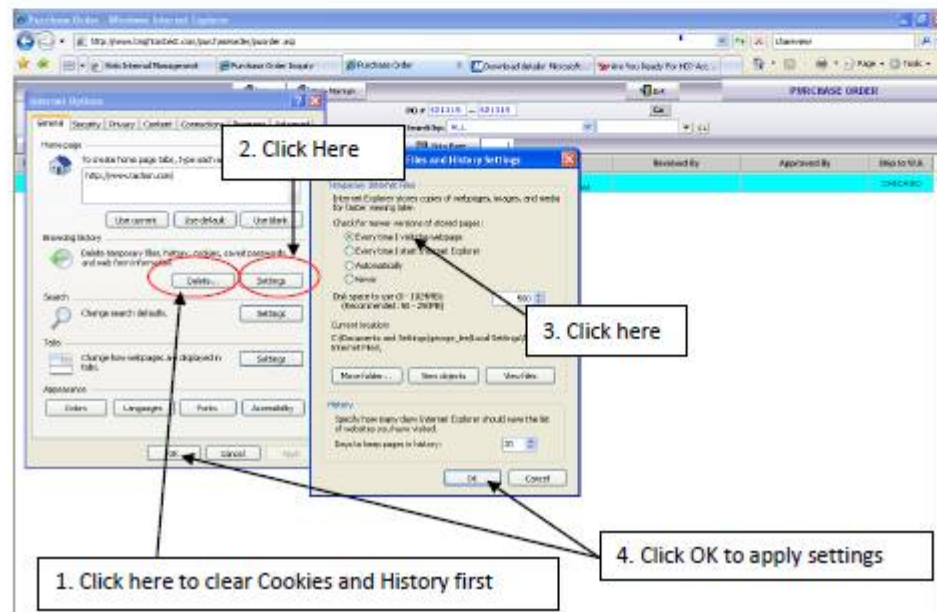
INSTRUCTIONS FOR STEP 6:

- Open Internet Explorer
- Tools→Compatibility View
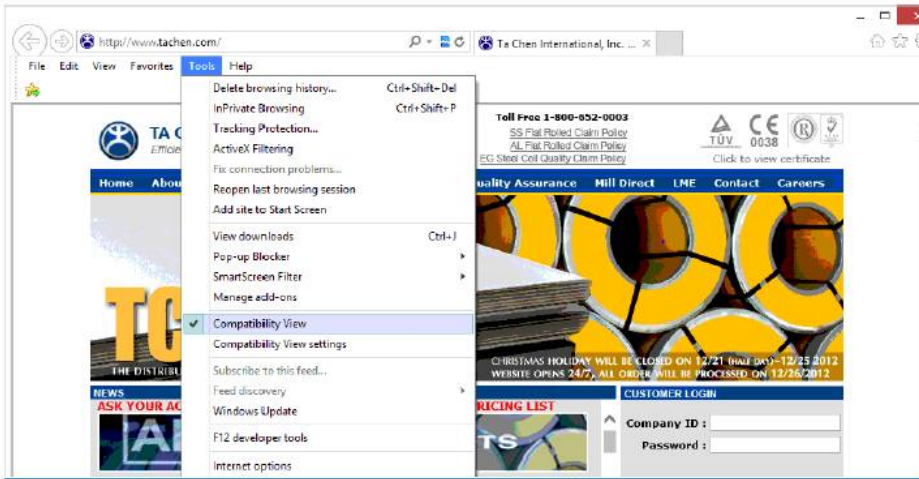
c) **Google Chrome web browser issue**—

If a user us using Google Chrome browsers and cannot login to Ta Chen customer site (www.tachen.com) or take them back to login page, the issue may be caused by user's web browsers and temp files.

1) Close out all your Chrome browsers.
2) Open up a brand new one.
3) Go to Settings
4) Find Privacy and Security
5) Clear Browsing data
6) Once you set this up complete, please try to open up a web browser and try again.

Settings   Search settings

- You and Google
- Autofill
- Privacy and security
- Appearance
- Search engine
- Default browser
- On startup

Advanced

- Languages
- Downloads
- Printing
- Accessibility
- System
- Reset and clean up

Extensions

About Chrome

Chrome name and picture   ›

Import bookmarks and settings   ›

Autofill

🔑 Passwords   ›

🗖 Payment methods   ›

📍 Addresses and more   ›

Privacy and security

Clear browsing data
Clear history, cookies, cache, and more   ›

Site Settings
Control what information websites can use and what content they can show you   ›

More   ⌄

Appearance

Themes
Open Chrome Web Store   🗗

Show home button
Disabled

Show bookmarks bar

Settings   Search settings

Chrome name and picture   ›

Import bookmarks and settings   ›

Autofill

Clear browsing data

Basic   Advanced

Time range   Last hour   ⌄

☑ Browsing history
   Clears history and autocompletions in the address bar.

☑ Cookies and other site data
   Signs you out of most sites.

☑ Cached images and files
   Frees up less than 3.4 MB. Some sites may load more slowly on your next
   visit.

                              Cancel   **Clear data**