

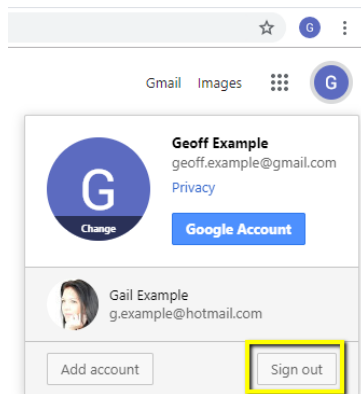
Literature Community Portal Login Issues

Please try the following steps if you are having any issues with login:

- A. **Login to the Portal.** Be sure to login with the correct Google account at top right in the Portal:



- B. **Log out and back in.** Please click Sign out at top right and then log back in. This is most often needed if you visited the Literature portal before you were added to the Literature group.
- C. **Multiple Google Logins.** If there are multiple Google accounts logged into other tabs and/or the Chrome profile, it can cause a conflict. Steps to resolve this issue are:
- Test this by using an incognito window:
PC Ctrl-Shift-N or Mac Cmd-Shift-N
Visit the literature portal, log in and see if that helps
 - If the incognito window helped, go back to your usual browser window and visit google.com; left-click the image picture and you can see that Geoff and Gail are both signed in; select Sign Out and then sign in just the account you want to use:



- D. **Miscellaneous.** Make sure you are using Chrome.