Iconic Staff & Administration FAQs

Unable to access form with Iconic work email address. Form loads back to log in page.

If you are not able to login into an Iconic Form and you are experiencing the issue of not able to log in where every time you try the form loads you back to the log in page it is due to a security protocol that detects other possible logins and for security it stops the login into the company server.

If you do experience this try the following to resolve the problem.

1. Log out of the Iconic form. This can be done by finding your initial (often on the top right of the page), press the initial letter and press to logout.
2. Log out of all programs you logged into with your personal email address or the wrong email address. Things like Email accounts, programs or other software where you used the personal or unauthorised email address on safari or google pages. **Very important.**
3. Shut down all programs running.
4. Clear your cache. For assistance on how to clear your cache you can use https://www.refreshyourcache.com/en/home/Â . If this page does not have the right version for you, use google and search for clear cache (enter name of the thing you want to clear the cache - eg: clear cache iphone safari, or clear cache windows 10 pc chrome)
5. Switch off your PC or device.
6. Wait 5 minutes for the server to forget your request. Very important.
7. After 5 minutes turn on your PC or device.
8. Only turn on the program with the link for the form.
9. Press on the link to access the form
10. Sign in with your correct and approved Iconic work email address.

Attached files:

Unique solution ID: #1558
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L: https://staff.iconic.productions/KB/content/0cat=1/559/en/unable-to-access-form-with-iconic-work-email-address-form-loads-back-to-log-in-page.ht