Schedule360[®] Login Troubleshooting Guide



Scenario #1: I cannot log into my account and I am pretty sure I am using the correct credentials.

Problem Solving Steps:

- 1. Check with your scheduler to ensure you are using the correct username.
- 2. Once you are sure you are using the correct username please verify your password use the <u>LOST PASSWORD</u> link on <u>www.Schedule360.com</u>. Your password will be sent to you via email.
 - i. If your email is not up to date contact your scheduler to have your email updated. The Schedule360 team cannot give password information out over the phone or update emails on behalf of your scheduler.

Scenario #2: I have verified my username and used the lost password link to retrieve my password via email. I am now 100% sure I am using the correct credentials, but I still cannot log in because the log in box does not appear when I click on the LOGIN button. Instead when I click LOGIN it goes directly to the Authorization Required screen.

- 1. Close all tabs and all windows that are open within your web browser. Reopen your web browsing application to start a fresh session. Then go back to <u>www.Schedule360.com</u> and login using the fresh browser session.
 - a. NOTE: Mac users need to completely quit the application and relaunch before proceeding. *See Directions for quitting on Page 18 of this guide.*
- 2. Then enter your verified username and password.

Scenario #3: After following the steps in Scenario #1 and #2 I am still not seeing the login box to enter my username and password. The login button keeps going directly to the Authorization Required screen.

1. If you are using a fresh browsing session and now have the correct credentials, but cannot get the credential box to appear then your device/web browser has saved your credentials incorrectly and is now attempting to autofill the credential box to log in. Identify your web browser based on the icons shown below and follow the steps to clear saved credentials for your browser.





Internet Explorer: Page 2

Google Chrome: Page 6



Firefox: Page 9



Safari: Page 12



Microsoft Edge: Page 15



Internet Explorer Users:

1. Click on the settings icon in the top right of your web browser.

(=) (=) (=) http://www.schedule360.com/ P - C	🖉 😂 Schedule 360 Er	mployee Sc ×					-	口 分 公 分	× じ (約
File Edit View Favorites Tools Help									
				Tutorials	Call 1	oll Free: 8	77.441.525	1	
Schedule360 We Know Scheduling						Ν	Login Iobile Login Lost Password	- HOUTSUD	•
	Home	About	Features	Solutions	FAQs	News	Contact		

2. Select Internet Options from the dropdown.

ile Edit	the second	<i>ể</i> Schedule 360 Ei					Print	>
1255					Tutorials	Ca	File Zoom (100%) Safety	>
	Schedule360 We Know Scheduling	Home	About	Features	Solutions	FAQs	Add site to Apps View downloads Manage add-ons F12 Developer Tools Go to pinned sites Compatibility View settings	Ctrl+J
	AFFORDABLE F - FREE SETUP	PRICIN	IG			R	Internet options About Internet Explorer	



3. Click on the content tab in the internet options window.

Internet Options ?					
General Security Privacy Content Connections Programs Advanced	L				
Home page To create home page abs, type each address on its own line.					
Use current Use default Use new tab					
Startup					
◯ Start with tabs from the last session					
Start with home page					
Tabs					
Change how webpages are displayed in tabs. Tabs					
Browsing history					
Delete temporary files, history, cookies, saved passwords, and web form information.					
Delete browsing history on exit					
Delete Settings					
Appearance					
Colors Languages Fonts Accessibility					
OK Cancel Apply					

4. Click on the Settings button under the AutoComplete section.

Internet Options ? 🗙						
General Security Privacy Content Connections Programs Advanced						
Family Safety Control the Internet content that can be viewed.						
CertificatesUse certificates for encrypted connections and identification.						
Clear SSL state Certificates Publishers						
AutoComplete AutoComplete store Settings on webpages and suggests matches for you. Feeds and Web Sices						
OK Cancel Apply						



5. Click Manage Passwords.

AutoComplete Settings
AutoComplete lists possible matches from entries you've typed or visited before.
Use AutoComplete for
✓ Address bar
Browsing history
✓ Favorites
Feeds
✓ Use Windows Search for better results
✓ Suggesting URLs
Forms
User names and passwords on forms
Ask me before saving passwords
Manage Passwords
Delete AutoComplete history
OK Cancel

6. The Credential Manager will appear. Click on the Windows Credentials option.

Control Panel Home

iew and delete your saved logon information for web	
Web Credentials	Windows Credentials
Back up Credentials Restore Credentials	
Windows Credentials	Add a Windows credential
	Add a Windows credential
Windows Credentials No Windows credentials. Certificate-Based Credentials	Add a Windows credential
No Windows credentials.	
No Windows credentials. Certificate-Based Credentials	



7. Your saved credentials will display. If this is a personal computer you may see saved credentials for other sites as well. Click on the Microsfot_Winlet_apps.schedule360.com:443/sart.

Control Panel Home	Manage your credentials	
	View and delete your saved logon information for web	sites, connected applications and networks.
	Web Credentials	Windows Credentials
	Back up Credentials Restore Credentials	
	Windows Credentials	Add a Windows credential
	No Windows credentials.	
	Certificate-Based Credentials	Add a certificate-based credential
	No certificates.	
	Generic Credentials	Add a generic credential
\rightarrow	Microsoft_WinInet_apps.schedule360.com:443/sart	Modified: Today 📀

- 8. Then click Remove to delete the saved credential. Once you have cleared the saved credentials start a fresh browsing session by closing all tabs and all windows within your web browser.
 - a. NOTE: Mac users need to completely quit the application and relaunch before proceeding. *See Directions for quitting on Page 18 of this guide.*





Google Chrome Users:

1. Click on the settings icon in the top right of your web browser.

⇒ C	🗋 www.schedule360.com						-
			Tutorials	Call 1	oll Free: 8	377.441.5251	
S	chedule 360 0				1	Login Mobile Login Lost Password?	
	We Know Scheduling						

2. Select Settings from the dropdown.

				Tutorials	Call	New tab			Ctrl+
Schedule360				TUIONAIS	Call	New windo New incog			Ctrl+I Shift+I
Schedule3DU We Know Scheduling	Home	About	Features	Solutions	FAQs	History Downloads Bookmarks			Ctrl+
			Contraction of the			Zoom	- 1	00% +	5
		V			-	Print Find More tools			Ctrl+ Ctrl+
SAME/IIME:AND	" INALYNEY	7			and the second s				
SANEMUMEAND	: IMASVEY	1			- A	Edit	Cut	Сору	P



3. Scroll all the way down and click Show Advanced Settings...

Chrome	Settings	Search settings
History	Appearance	
Extensions	Get themes Reset to default theme	
Settings	Show Home button	
	Always show the bookmarks bar	
About	Search	
	Set which search engine is used when searching from the omnibox.	
	Web Search 💌 Manage search engines	
	People	
	Person 1 (current)	
	Enable Guest browsing	
	✔ Let anyone add a person to Chrome	
	Add person Edit Remove Import bookmarks and settings	
	Default browser	
	Make Google Chrome the default browser	
	Google Chrome is not currently your default browser.	
	Show advanced settings	

4. Scroll to the Passwords and Forms section and click Manage passwords.

Chrome	Settings	Search settings
History	Prefetch resources to load pages more quickly	
Extensions	Automatically report details of possible security incidents to Google	
Settings	Protect you and your device from dangerous sites	
	Use a web service to help resolve spelling errors	
About	Automatically send usage statistics and crash reports to Google	
	Send a "Do Not Track" request with your browsing traffic	
	Passwords and forms	
	Enable Autofill to fill out web forms in a single click. Manage Autofill settings	
	Offer to save your web passwords. Manage passwords	
	Web content	
	Font size: Medium Customize fonts	
	Page zoom: 100%	
	Network	
	Google Chrome is using your computer's system proxy settings to connect to the networ	rk.
	Change proxy settings	
	Languages	
	Change how Chrome handles and displays languages. Learn more	



5. Your saved passwords will appear. If you are using a personal device you may see saved passwords for other sites. Click on the saved password for apps.schedule360.com.

Passwords	>
□ <i>A</i>	
Saved passwords	Search passwords
apps.schedule360.com tsa	
A	
Passwo	
e e	
R c	
Never saved	
Font Sites which never save passwords will appear here. Learn m	tore
Page	
Netwo	
Goog	
C) Access your passwords from any device at <u>passwords.google.co</u>	Done
Languages	

- 6. Then click on the **X** to delete the saved credentials. Once you have cleared the saved credentials start a fresh browsing session by closing all tabs and all windows within your web browser.
 - a. NOTE: Mac users need to completely quit the application and relaunch before proceeding. *See Directions for quitting on Page 18 of this guide.*

₹ P	Passwords			
	Passwords			×
(A				
(2) F	Saved passwords		Search pass	words
	apps.schedule360.com	tsa		Show ×
- A				
🗆 s				T
Passwo				
V 8				
20				
	Never saved			
	Sites which never save password	ls will appear here. <u>Learn more</u>		
Page				
Networ				
Good				
	 Ø P Q P Q P Q P S Passwo Ø E Ø C Web cc Font Page Networ 	Image: Saved passwords Image: Saved passwor	Saved passwords apps.schedule360.com ta ta apps.schedule360.com ta Password Image: Page Netword Sites which never save passwords will appear here. Learn more	Saved passwords Search pass apps.schedule360.com apps.schedule360.com apps.schedule360.com Password Password Never saved Sites which never save passwords will appear here. Learn more



Ĩ

Firefox Users:

1. Click on the settings icon in the top right of your web browser.

i) www.schedule360.com			∠ G	Q Search		☆ 自	↓ ♠ €	
				Tutorials	Call 1	Toll Free: 8	377.441.52	1
Schedule360						1	Login Mobile Login Lost Passwor	1000
	Home	About	Features	Solutions	FAQs	News	Contact	

2. Select Options from the dropdown.

chedule 360 Employee Sche 🗙 🕂								- 🗆	>
(i) www.schedule360.com			⊤ C'	🔍 Search		☆ 🖻	↓ ∩	9 0	
				Tutorials	С	X Cut	Сору	2 Paste	1
0.1.1.0000						51 -1 5	100%	+	
Schedule360							00		
no most concerning	Home	About	Features	Solutions	FAG	New Window	New Private Window	Save Page	e
		Park and					0	√_ ►	
AFFORDABLE F	RICIA	IG			6	Print	History	Full Scree	n
– FREE SETUP	mom	ľ			1	Q	Ö	đe-	
-THLL OLTOF					1	Find	Options	Add-ons	;
		_			A	ş			
Schedule360 is available at an affordable with FREE setup, 24/7 support and online		nd comes				Developer	Synce Tabs		
	e danning.					Sign in to Sy			
• • • •				1a	101	- sign in to sy	ync.	T and T	



3. Select the Security tab from the options pop up.

				Options				×
General	Tabs	Search	反 Content	Applications	Privacy	Security	C) Sync	Advanced
✓ Bloc <u>k</u>	reported a	sites try to attack sites web forgeri				1		eptions
		swords for s	sites				E <u>x</u> c Master Pa Saved <u>P</u> as	
				Γ	ОК	Cance	el	<u>H</u> elp

4. Click Saved Passwords...

				Options				×
		0	页		00		Õ	÷
General	Tabs	Search	Content	Applications	Privacy	Security	Sync	Advanced
✓ Block	reported a	attack sites		ons			<u>E</u> xc	eptions
✓ Block	reported v	veb forgeri	es					
Passwords		words for :	sites				E <u>x</u> c	eptions
Use a	master pa	ssword				Change	<u>M</u> aster Pa	issword
							Saved <u>P</u> as	swords
							1	
					ОК	Canc	el	<u>H</u> elp



- 5. Your saved passwords will appear. If you are using a personal device you may see saved passwords for other sites. Click on the saved password for apps.schedule360.com. Then click remove. Once you have cleared the saved credentials start a fresh browsing session by closing all tabs and all windows within your web browser.
 - a. NOTE: Mac users need to completely quit the application and relaunch before proceeding. *See Directions for quitting on Page 18 of this guide.*

(8	Saved Passwords			×
Γ	Search:				٩
	Passwords for the following sites are stored o	n your computer:			
	Site	Username	Last Used	Last Changed	₽₽
	https://apps.schedule360.com (sart)	tsa	Mar 29, 2016, 4:53 PM	Mar 29, 2016	
	Bemove Remove All			Show Passwo	rds
	Tenove Kunove Wi				



Safari Users:

1. Click on the Safari dropdown at the top of the screen.



2. Select Preferences from the dropdown.



3. Click on the AutoFill tab.

00	0			Aut	oFill				
[8]	A		RSS	Z		22-2-	E S		
General	Appearance	Bookmarks	Tabs RSS	AutoFill	Security	Extensions	Advanced		
	Auto	Fill web for	rms: 🗹 Using	g in fro nan es a		ddress <mark>B</mark> oo words	k card	Edit	
			Othe	r foi ns			Ċ	Edit	?



4. Click Edit to right of User names and passwords.



5. Your saved passwords will appear. If you are using a personal device you may see saved passwords for other sites. Click on the saved password for apps.schedule360.com.

000	Auto	pFill	
General Appearar	ce Bookmarks Tabs RSS AutoFill	Security Extensions Advance	d
	Website	User Name	
	https://apps.schedule360.com/sart	mc123456	•
chea			
			Ŧ
	Remove Remove All		Done



- 6. Then click remove. Once you have cleared the saved credentials start a fresh browsing session by closing all tabs and all windows within your web browser.
 - a. NOTE: Mac users need to completely quit the application and relaunch before proceeding. *See Directions for quitting on Page 18 of this guide.*

000	Auto	Fill	
General Appearan	ce Bookmarks Tabs RSS AutoFill	Security Extensions Advance	d
	Website https://apps.schedule360.com/sart	User Name mc123456	
chea			
	+		¥
	Remove Remove All		Done



Microsoft Edge Users:

1. Click on the settings icon in the top right of your web browser.





3. Click on passwords in the setting window.



Settings	Your profile	+ Add profile
Q, Bearch settings		
Profiles	Personal Isalatimer@outlook.com	*** Sign out
Privacy, search, and services	Not syncing	
Appearance	To sync your browser data, turn on sync.	
Start home, and new tabs		
Share, copy and paste	 Manage account 	C
G Cookies and site permissions	(2) Sync	>
G Default browser	P Microsoft Rewards	,
1 Downloads	Se Personal info	3
🖑 Family		
Al Languages	Passwords	\$
Printers	Payment info	>
🖾 System	(Import browser data	>
O Reset settings	2 Profile preferences	>
Phone and other devices	Co Prome presentes	
About Microsoft Edge		

4. Scroll down to the Saved Passwords section.

Settings	Automatically For settered your don't need to entry your passaord before signing in to a website using autoffit. With device password	
Q. Search settings	If this is selected, you'll need to enteryour device password before we auto fill your password on a website.	
Profiles		
Privacy, search, and services Appearance Start, home, and new tabs	Show the "Reveal password" button in password fields Setting this button show what you've typed. Since cites may override this setting	
Share, copy and paste Cookies and site permissions	Show alerts when passwords are found in an online feak. We clerck your passwords saved in Edge egannt a known reportory of reposed ordentials and alert you if a match is found.	-
Default browser Downloads.	No new leaked passwords found	>
A Family A Languages	Suggest strong parawords Parametric suggestance-one of seminal layer and DNet for Long parements are faith set for an	0
 Printers System 	Saved passwords Yoo here 6 saved passwords. (5 leaked, 5 receild, 6 verail)	
 Reset settings Phone and other devices 	Sort by: Webste (A-2) V Showing: All V Show	health 💽
About Microsoft Edge	Utername Password Health ()	

5. Your saved credentials will display. If this is a personal computer you may see saved credentials for other sites as well. Click on the options icon apps.schedule360.com.



ttings	With device password If this is selected, you'll need to enter your device password	e badene wa is de VII vere entre	and our transfer				
 Search settings 			HOUR OF A WRIDE				
Profiles							
Privacy, search, and services	Show the "Reveal password" button in password fields						
) Appearance	Selecting this button shows what you've typed. Some sites may our	erricle this setting			_		
Start home, and new tabs							
Share, copy and paste	Show alerts when passwords are found in an online leaf						
Cookies and site permissions	We check your pessentids saved in Edge against a known repositor	y of exposed credentials and a	lert you if a mat	ch is found. Learn more			
Default browser	No new leaked passwords found				>		
Downloads.							
β Family	Suggest strong passwords Patanet suggestern with when featured fore and Offer to take				0		
1 Languages							
9 Printers	Saved passwords						
2 System	You have 6 saved passworth. (D leaked, 5 reused, 6 weak)						
Reset settings				5 april 10	-		
Phone and other devices	Sort by: Website (A-Z) V Showing: All	~		Show he	ith 😶		
About Microsoft Edge	Website Username	Password		Health 🕥			
	accounts.google.com		10	-			
	apphubspot.com		10	-			
	and the second se		10				
	appsschedule360.com econdova1				1000	C durge	
	auth.services.adobe.co		10-	-		Copy password	
	dropbax.com		[®]				
	togin.live.com		6	-		Delete Jgnore	
						Carl Calenda	
	Never saved Sites where you choose to never save passwords will appear here						

- 6. Then click Delete to delete the saved credential. Once you have cleared the saved credentials start a fresh browsing session by closing all tabs and all windows within your web browser.
 - a. NOTE: Mac users need to completely quit the application and relaunch before proceeding. *See Directions for quitting on Page 18 of this guide.*

Settings	Automatically If the is suitcidely guided that release to a website using autolifit. With device password With device password
Q. Search settings	If this is selected, you'll need to enter your device passeould before we auto fill your passeound on a verbolin
Profiles	
Privacy, search, and services	Show the "Reveal password" button in password fields
Appearance	alore use morear justicentian in parameter interaction may be a set of the setting a set of the setting set of the setting set of the setting
Start, home, and new tabs	
B Share, copy and paste	Show alerts when passwords are found in an online leak
Cookies and site permissions	We check your persivered saved in Edge against a known repository of exposed credentials and alert you if a match is hound. Learn more
Co Default browser	No new leaked passwords found
🛓 Downloads	
왕 Family	Suggest strong passwords Factored appendence werk when Password Appended
AT Languages	
Printers	Saved passwords
System	Saved passwords
O Reset settings	
Phone and other devices	Sort by: Webshe (A-2) V Showing: All V Show health
About Microsoft Edge	Website Username Password Health ()
	scounts.google.com
	apphubspot.com 👁 🕳 🚥
	appisichedule360.com neordoval 🐨 🖚 🖤 🕐 charge
	authtervices adobe co Or O . Copy passoord
	desplancem
	C togentive.com

Mac Users: Completely Quitting a Web Browsing Session

1. Click on the application dropdown at the top of the screen.



Services Hide Firefox	0	Preference	s 8	€, ∶Log	in (+	1
Hide Others て第日 Show All	1	Services		▶ eduli	ng.com	
Quit Firefox #Q		Hide Othe	a total			
		Quit Firefo	x a	€Q		

2. Click Quit to completely close the application.

μ	Preferences.	¥,	: Login		
1	Services	•	duling.c	om	
-	Hide Firefox	жн			
	Hide Others Show All	₹₩ T #H			
	Quit Firefox	жQ			

