RESEARCH AUTOMATORS

Checklist for Login Issues

Survey Automator guide

Checklist for Login Issues

GUIDE GETTING STARTED AND LOGIN

If you cannot access the login page, please follow these steps and send us the results:

1. Try different browsers

- Open the page in Chrome, Edge, or Firefox. Write down which browsers you tried and whether it worked in any of them.

2. Try using private/InPrivate/incognito mode

- Chrome/Edge: press Ctrl+Shift+N
- Firefox: Press Ctrl+Shift+P
- Then try logging in again.

3. Check the TLS version

1. Go to the page: https://www.howsmyssl.com/
2. It will say, for example, "Your client is using TLS 1.2."
3. Write down the value you see.

4. Check system information

1. Go to the page: https://www.mysupportdetails.com/
2. 2. Click the "Send Results" button
3. 3. Send us the link or a screenshot.

- This shows which computer, browser, and network you are using.

5. Try using a different internet connection

- Connect your computer to a cell phone acting as a hotspot (cellular network).
- Try logging in again.
- Note whether it worked over the mobile network.

→ In Windows, you can do this by clicking the network icon in the lower-right corner, selecting your cell phone from the list of Wi-Fi networks, and entering the password.

6. Check the date and time on your computer

- Make sure the date and time are set correctly.
- An incorrect time may prevent the connection from working.

→ In Windows, do this by right-clicking the clock in the lower-right corner and selecting "Adjust date and time."

Send it back to us:

Results from howsmyssl.com

Link or image from mysupportdetails.com

If it worked in private mode

If it worked via a mobile hotspot

Which browser/Windows version you're using

Advanced test for network issues

Windows

1. Test the path to the server (Traceroute)

1. Click the Start menu.
2. Type 'cmd' and press Enter.
3. A black window will open.
4. Type the following and press Enter: tracert inkvartering.tillvaxtverket.se
5. Wait until the test is complete.
6. Take a screenshot of the result and save it.

2. Test the secure connection (if possible)

If you have IT staff, they can also test the secure connection:

1. Open the Command Prompt (cmd).
2. Type:

curl -vk https://inkvartering.tillvaxtverket.se/

3. Copy the result or take a screenshot.

Mac

1. Test the route to the server (Traceroute)

1. Open Finder and go to Applications > Utilities
2. Launch the 'Terminal' app.
3. Type the following and press Enter: traceroute inkvartering.tillvaxtverket.se
4. Wait until the test is complete.
5. Take a screenshot of the results and save it.

2. Test the secure connection (if possible)

If you have IT staff, they can also test the secure connection:

1. Open Terminal.
2. Type:

curl -vk https://inkvartering.tillvaxtverket.se/

3. Copy the result or take a screenshot.

The latest version of this guide: https://www.researchautomators.com/guides/checklist-for-login-issues/