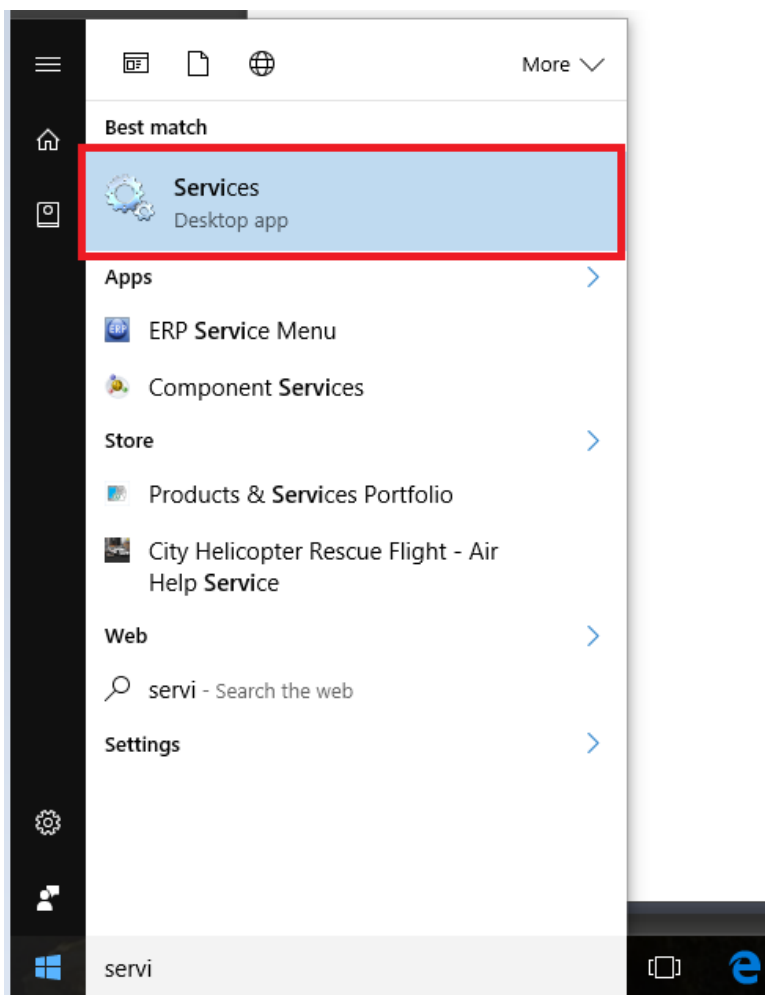


Log In issue

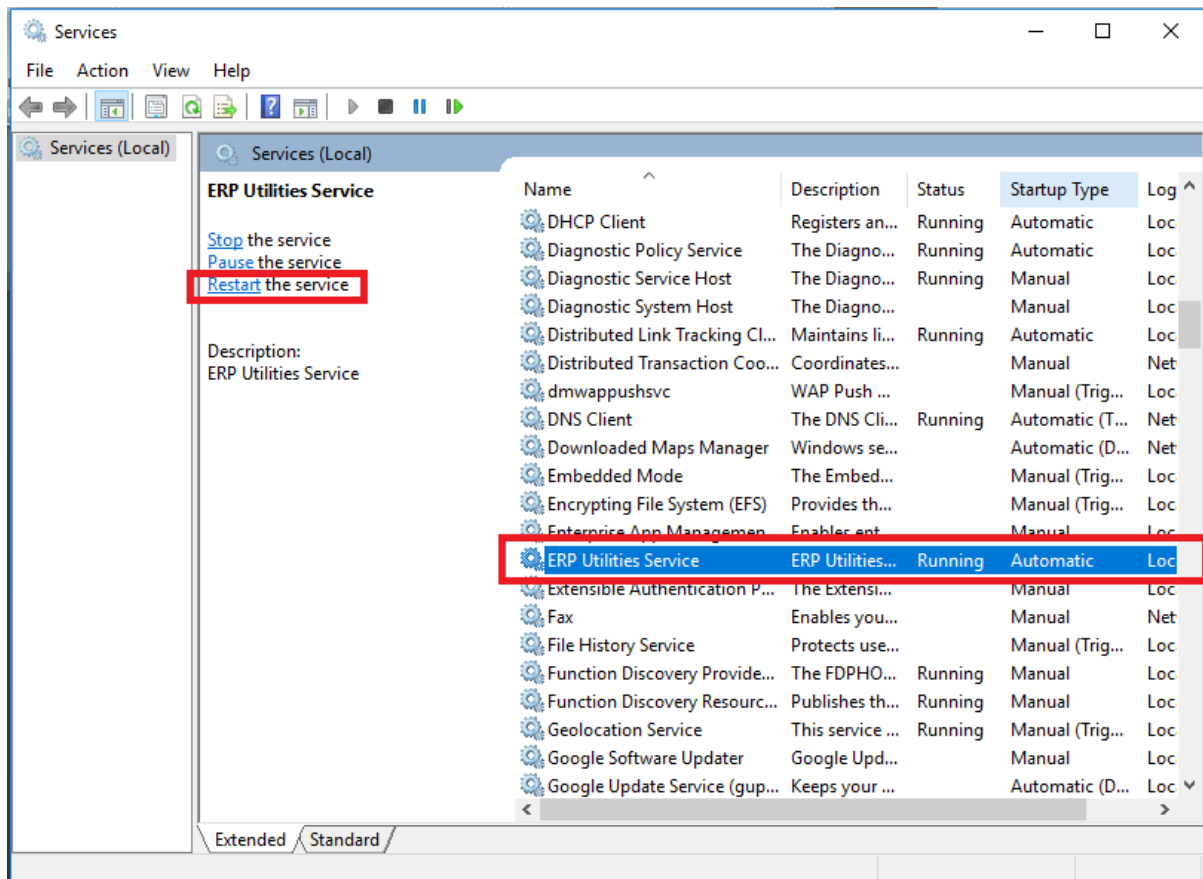
If you are having any sort of issues when trying to log into TrueERP or a warning message is coming up stating it cannot connect to your server, the quickest and easiest way to fix the issue is to **restart the ERP services on your SERVER.**

If some people have already got into ERP please get them to log out of ERP prior to restarting the services.

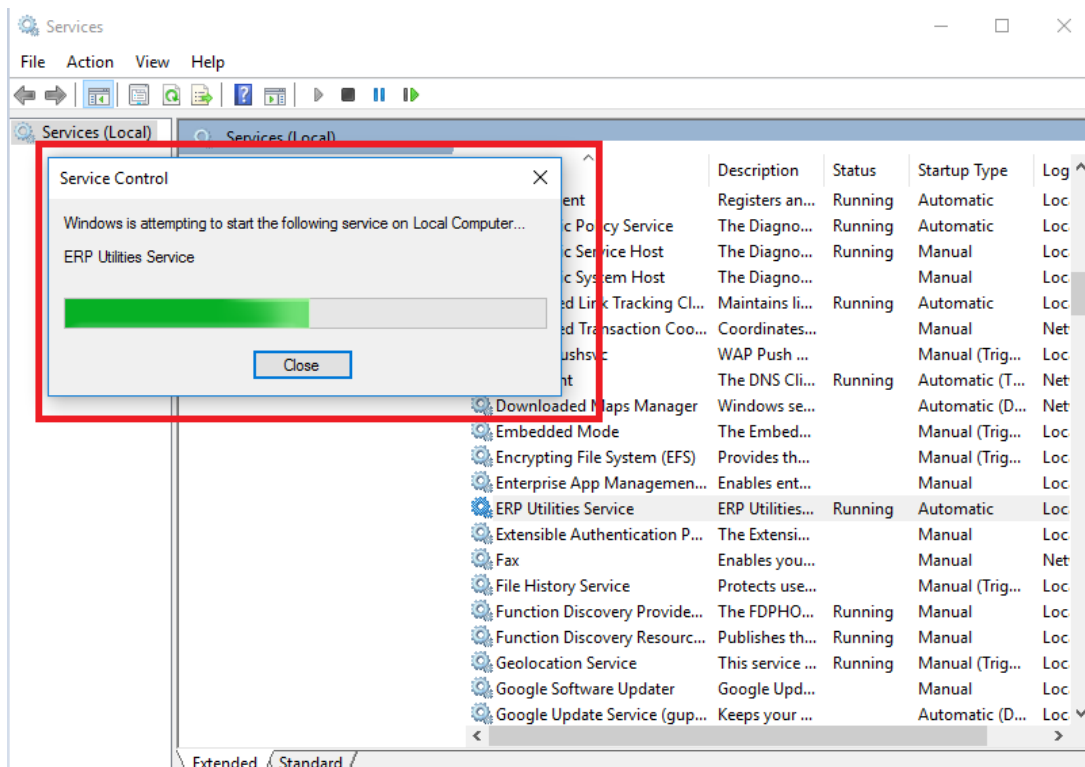
Go to your start menu on your server and search for “Services”.



The service window will open; scroll down till you find **ERP Utilities Service**. On the left hand side it will say “Stop the service” “Pause the service” & “Restart the service”.



Click on **Restart the Service** Another window will open and the bar will tick along, this is restarting the application and for the people who didn't sign out, it would have kicked them out of ERP.



Once that is completed you can go back to your PC and sign into ERP again.

This will fix 90% of most logging in issues or any issues with error warnings if they continue to reoccur. Please also remember to check internet access.

If issue is still happening please call your local support team and log them onto your server via ERP Support (image below) which will be located on the server's desktop.

