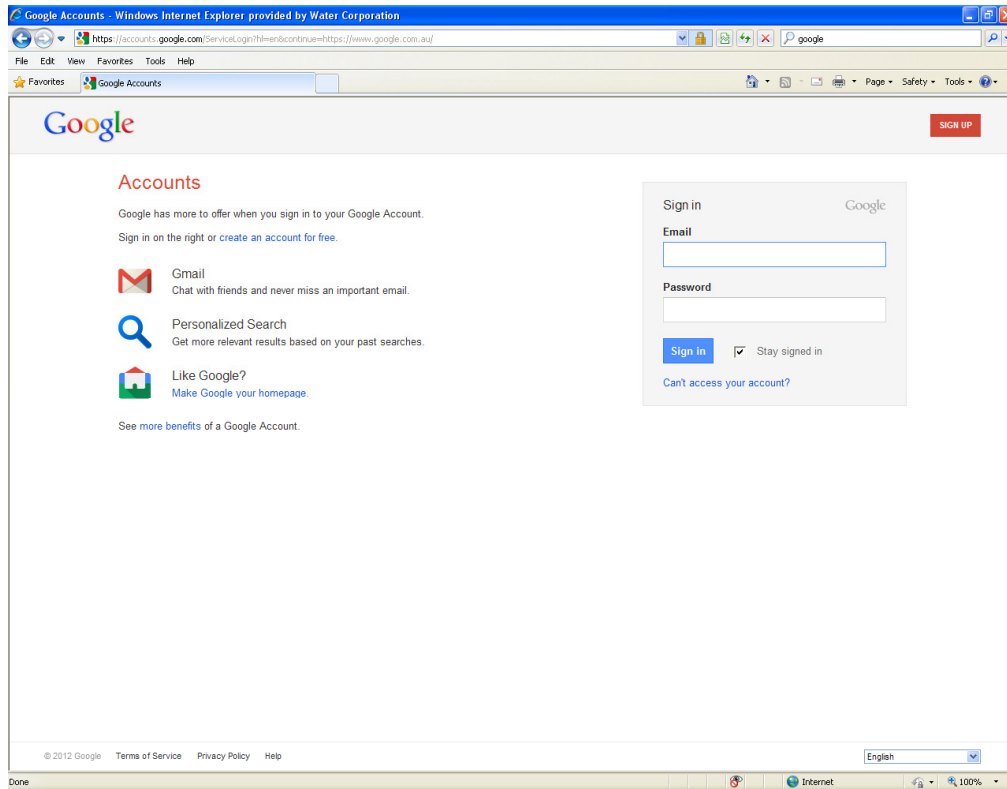


Croquetwest - Document Access Issue

Some people when they click on a link to a document on the website they get the following page (or a similar Google page that asks you to sign in).



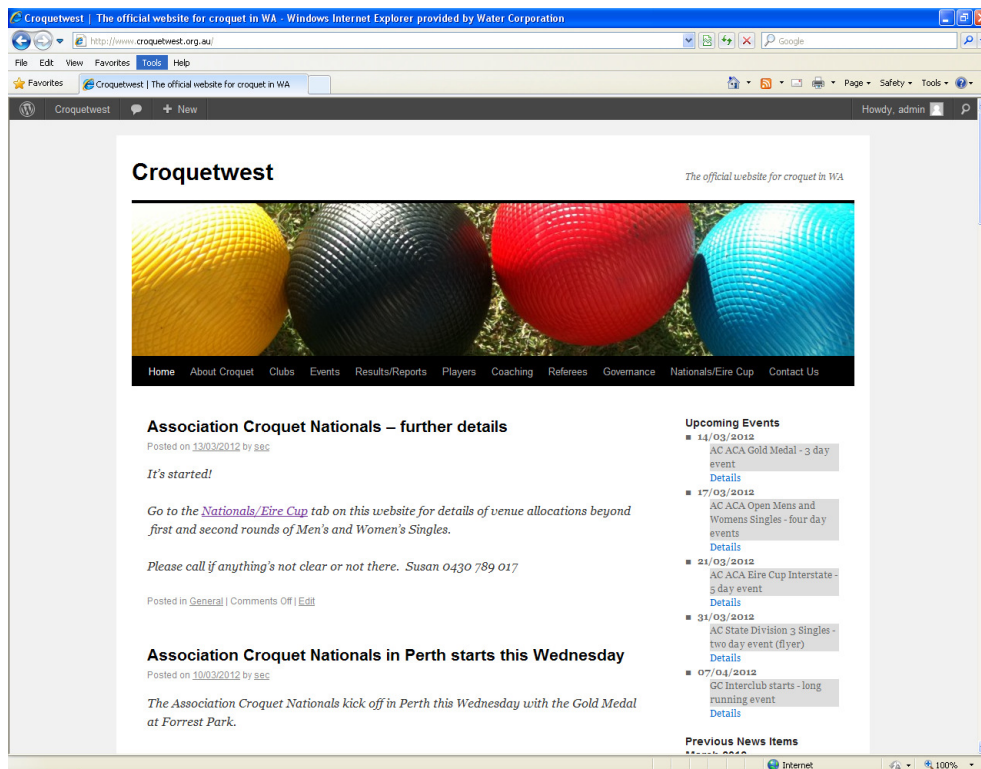
There are two ways to resolve this.

1. If you have a Google account or gmail account enter email address and the correct password (if you can't remember your password there is a forgotten password option). This will then give you access to the linked document.

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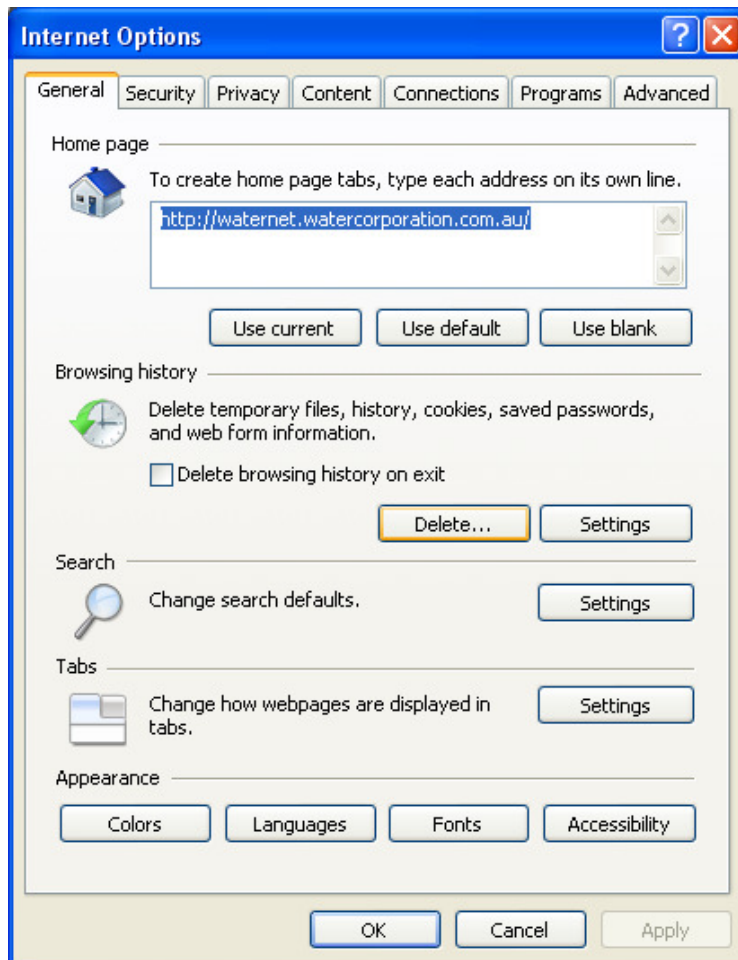
2. The alternative is to clear your browser cookies (these hold previously used information and are the cause of the issue). This will not have any other impact on your computer.

You can do this by clicking on 'Tools' on the menu bar (or the 'Tools' options of the right hand side of the Command bar). The option may be in different places depending on the version of Internet Explorer you are using.



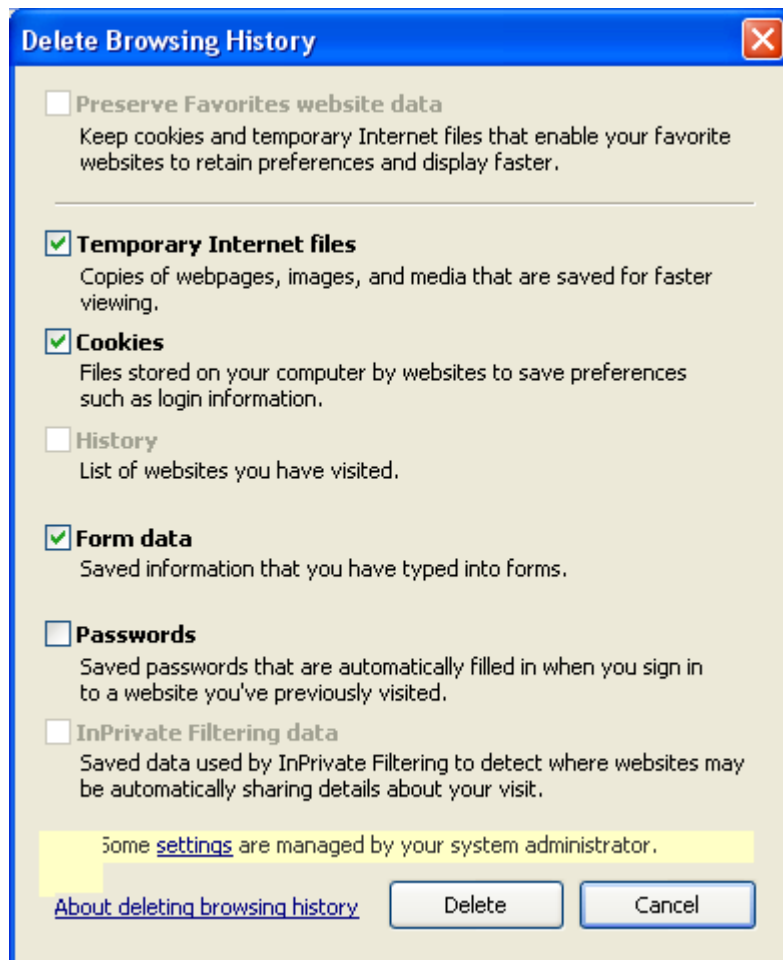
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Then click on 'Internet Options' and you will see the following (or similar depending on the version).



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Click on 'Delete' under 'Browsing history' and you will see the following (or similar). Make sure the 'Temporary Internet files' and 'Cookies' options are ticked and then click on the 'Delete' button.



Go back to the Croquetwest website and try to access the document again.

If you still have issues please submit the details via 'Contact Us' form on the website.