

Troubleshooting Tips & Tricks

STEP 1

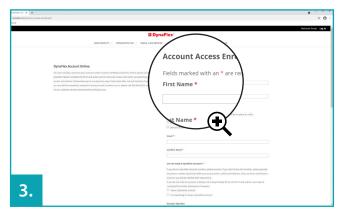
Make sure you are a registered DynaFlex® user - register if you are not



Click **Log In** at the top right of the homepage (Where to login and register)



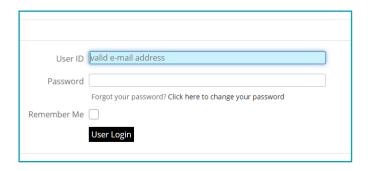
If you are not a registered DynaFlex® user, click the red **Register** button on the left to sign up



After clicking the Register button, fill out the form to the right and follow the provided instructions.

STEP 2

Make sure you are using the correct email login and password. Use the forgot password link if you forgot your password. **Please note:** password reset link expires in 48 hours.

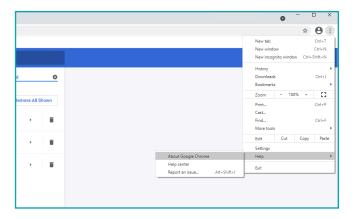




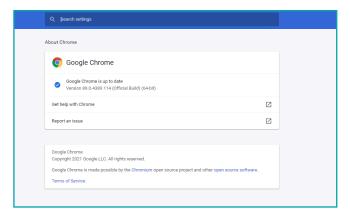
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STEP 3

Make sure you are using the most updated version of Google Chrome.



Click the three dot icon at the top right of the web browser. Scroll down to **Help** and click on **About Google Chrome**.



The following screen will then pop up. Under the Google Chrome logo, you will see what version of Chrome you have and if you are up to date or need an update.

*If you need to update Chrome, simply click update. Most computers will be on automatic updates.

STEP 4

Clear your cache / browsing data / cookies

- 1. Type in chrome://settings/siteData
- 2. Search for "dynaflex" (See photo)
- 3. Click Remove All Shown

