

How to fix Login problems on SortMyBooks Online

If you are having difficulty logging in to SMBO it is usually down to your Browsers cache.

Follow the steps below based on whichever Browser you are using.

Firefox: Go to “Tools” – “Options” and select the “Advanced” Tab. Under that, select the “Network” tab and in the “Offline Storage” section click the “Clear Now” button. Close the browser and reopen it and it should work fine. You might also want to set the browser up to automatically empty the Cache when you close it. To do this go to “Tools” – “Options” and select the “Privacy” tab. Near the bottom is an option called “Clear history when Firefox closes” – make sure this is ticked. Then click on the “Settings” button and on the new pop-up make sure the “Cache” option is ticked in the “History” section.

Google Chrome: Click on the Spanner icon in the top right corner and select “Options”. Click on “Under the Hood” on the left hand side and click on the “Clear Browsing Data” button at the top. On the pop-up window, select “the beginning of time” from the dropdown at the top where it says “Obliterate the following items from:” and make sure that “Empty the cache” is the only one ticked below. Then click “Clear Browsing Data”.