

HOW TO SOLVE YOUR LOG-IN ISSUES

Following recent feature enhancements to our user authentication process, some users have experienced issues as they authenticate/ log in to their desktop version of purchase-i.

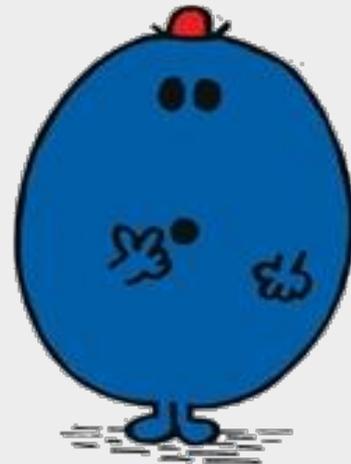
These issues and their fixes are detailed below.

01 FORGOTTEN PASSWORD

After you've entered your username on the **Forgotten your password** screen, you will receive an email to reset your password.

If you haven't received an email then check in your junk / spam folder to see if an e-mail from support@sales-i.com has been received.

If not, check with your IT Administrator if other spam filters are preventing e-mails from support@purchase-i.com being received.



Forgotten your password?

Enter your account username and you'll receive a link to reset your password.

Reset Password

02 UNABLE TO RESET MY PASSWORD

No password reset e-mail received after selecting Forgot Password URL?

Please ensure that you have typed in your **username and not your e-mail address**.

You will receive an e-mail from support@purchase-i.com with a link to reset your password.

03 MICROSOFT EDGE & IE IN A LOOP

This setting may be managed by your IT department via their Active Directory Group Policy Objects (GPO). Check your Trusted site settings in Internet Options and add the following URL to trusted sites

***://*.purchase-i.com**

If your policy does not permit the above then add the following.

https://*.purchase-i.com or

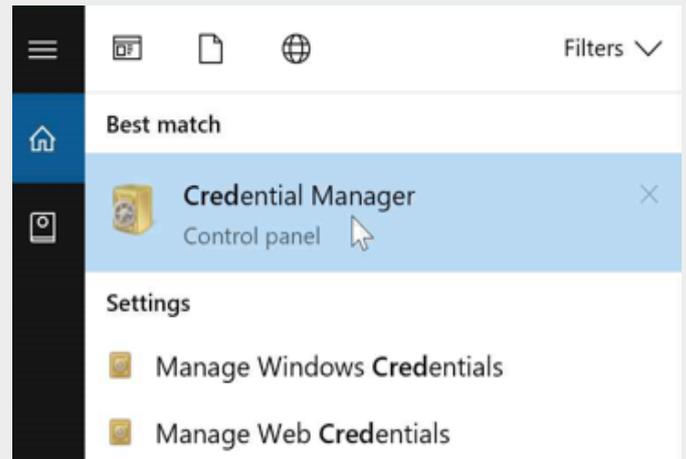
https://login.purchase-i.com



04a STORED PASSWORD PROBLEMS FOR WINDOW USERS

Saved Internet Explorer/Edge password not working?
Follow these steps:

1. Type credentials manager in "Type here search" window
2. Select **Credentials Manager**
3. Then select **Web Credentials**
4. Expand the selection where you may see either of the following URLs
<https://bi.sales-i.com>
<https://my.sales-i.com>
<https://my1.sales-i.com>
<https://my2.sales-i.com>
5. Select **Show Password**
6. You will be prompted for your **network password** to reveal the saved password.
7. Login to <https://login.purchase-i.com>
8. **Enter username and the password** displayed in web credentials manager.
9. If desired, when prompted **save login information**



04b STORED PASSWORD PROBLEMS FOR MAC USERS

Saved Safari password not working?
Follow these steps:

1. Open **Safari** browser
2. Click **Safari**
3. Click **Preferences**
4. Click **Password**
5. Enter your **admin password** for your your Mac
5. Use the **search bar**
6. Search for the following URL's
<https://bi.sales-i.com>
<https://my.sales-i.com>
<https://my1.sales-i.com>
<https://my2.sales-i.com>
5. Click on them to reveal the password.
6. Login to <https://login.purchase-i.com>
7. **Enter username and the password** displayed in web credentials manager.
8. If desired, when prompted **save login information**



05 ERROR 404

If you receive an error 404 then please clear your internet browser cache, restart your internet browser and enter the URL
<https://login.purchase-i.com>

For a step by step guide on how to clear your cache [click here](#).