

DRUMMER

TROUBLESHOOTING LOGIN /ISSUES

If you're having trouble logging into Drummer, the issue is usually on your end instead of ours.

To help you out, we've put together some easy troubleshooting steps and tasks to quickly sort things out.



STEPS TO TROUBLESHOOT

The easiest way to explain this stuff is going to this link

<https://drummermen.com/troubleshoot>

STEP 1: CHECK FOR USER INPUT ERRORS

These simple but common mistakes often cause login problems:

- **Incorrect Credentials:** Ensure the username and password are entered correctly. Double-check for typos and confirm Caps Lock is off.
- **Wrong Email Address:** Verify that the user is using the correct email associated with the account.

Address Browser-Related Issues

Many login issues originate from the browser. Follow these steps to rule out browser problems:

1.1 Clear Cache and Cookies

Outdated or corrupted browser data can interfere with the login process. Here's how to clear the cache and cookies:

- Open the browser's settings.
- Navigate to "Clear browsing data."
- Select "Cache" and "Cookies."
- Set the time range to "All time."
- Click "Clear data" and restart the browser.
- Try logging in again.

1.2 Ensure the Browser Is Up-to-Date

Using an outdated browser can lead to compatibility issues. Guide the user to update their browser:

- Find the "About" or "Help" section in the browser settings.
- Look for "Check for updates."
- Install the latest updates if available.

1.3 Test Browser Extensions

Certain browser extensions or plugins may interfere with the login process. To test this:

- Disable all browser extensions.
- Attempt to log in with extensions turned off.
- If it works, re-enable extensions one at a time to identify the troublesome one.

1.4 Try Incognito or Private Mode

Ask the user to try logging in through Incognito/Private Mode:

- Open a new Incognito/Private window.
- Attempt to log in.
- If this works, the issue may lie with stored data or browser settings, which can be adjusted accordingly.

STEP 2: EVALUATE SECURITY CONFLICTS

Firewalls and antivirus programs are essential for security, but sometimes they mistakenly block legitimate websites. Here's how to address this:

2.1 Check Firewall Settings

The firewall might block the website's IP address or interfere with secure connections (HTTPS). To troubleshoot:

- Temporarily disable the firewall and test the login.
- Add the website to the firewall's "Trusted Sites" list.
- Review firewall logs for blocked connections.

2.2 Look Into Antivirus Programs

Sometimes, antivirus software flags login processes incorrectly. Here's what users can do:

- Check if the website is flagged as unsafe by the antivirus tool.
- Add the website to the antivirus exclusion list.
- Temporarily disable the antivirus to see if it resolves the issue, then re-enable it immediately after testing.

STEP 3: INSPECT NETWORK CONNECTIVITY

A poor internet connection can prevent the login process from completing. Here's how to check:

- Ensure the user has a stable connection.
- Advise resetting the router or trying a different network, such as switching from Wi-Fi to mobile data.

STEP 6: OPEN A SUPPORT TICKET

If the issue still isn't resolved after completing these troubleshooting steps, escalate the problem:

- Double-check the user's account status (e.g., membership levels, login restrictions).
- Escalate the case to the Desert Digital Design technical team with all relevant details, including troubleshooting steps already covered.

By following these steps and maintaining a confident, service-oriented approach, you'll be better equipped to assist customers in resolving login issues efficiently and effectively.