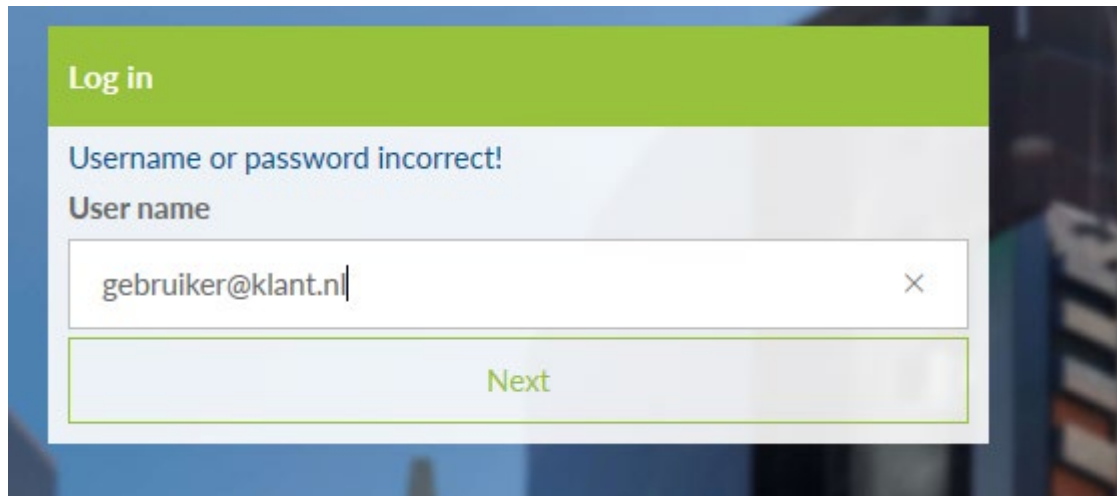When logging into Street Smart fails, this can be due to a stored password in your browser. Therefore, try to remove this password first and then try again. This document shows how to do this.
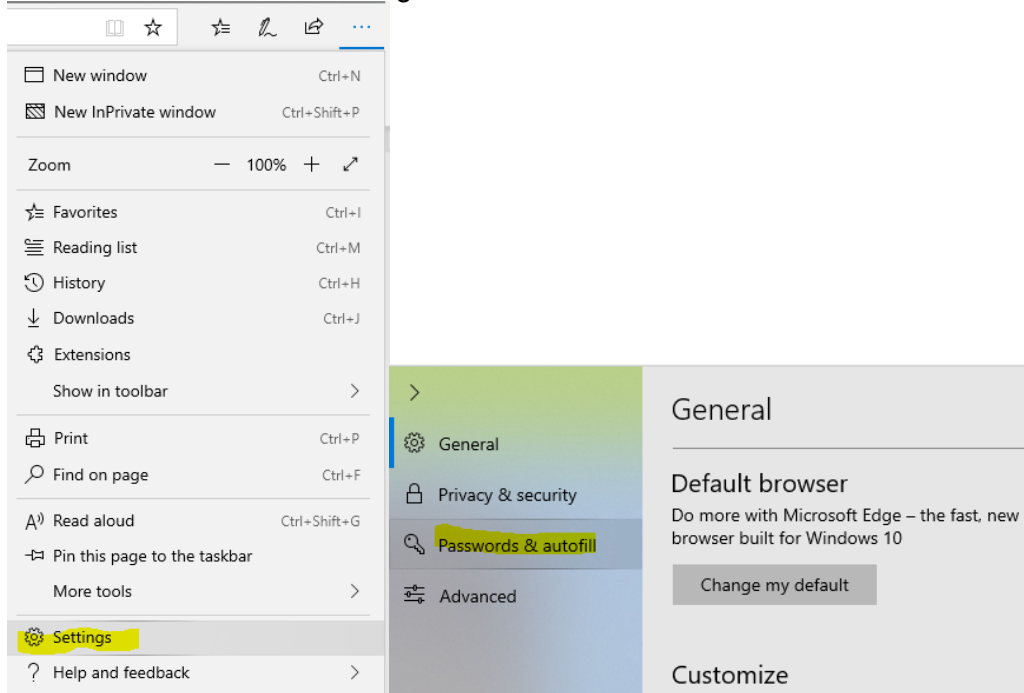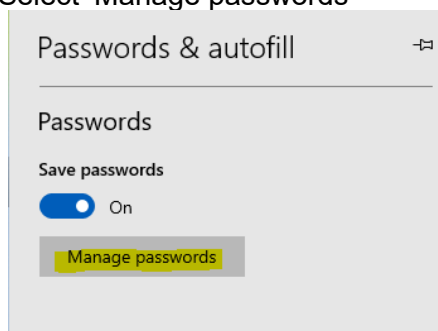
Microsoft Edge (old version)

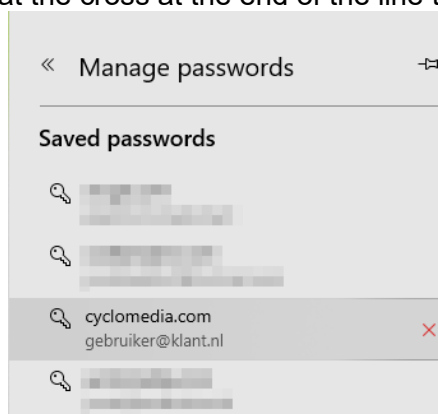1. Click on the three dots ... at the top of the browser window.
2. A menu shows. Select 'Settings' and then "Passwords and autofill"

3.
4. Select 'Manage passwords'

5. Search in the list of saved passwords for 'cyclomedia.com' and your username. Click at the cross at the end of the line to remove the password.

6. Close the browser and restart it. You can now sign in with your Street Smart credentials.

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Edge (New version)

1. Surf to edge://settings/passwords.
2. Search the list of passwords for "identity.cyclomedia.com" and your username.
3. Click the 3 dots at the end of the line and select 'remove'

4. Close the browser and restart it. You can now sign in with your Street Smart credentials

Google Chrome

1. Surf to chrome://settings/passwords.
2. Search the list of passwords for "identity.cyclomedia.com" and your username.
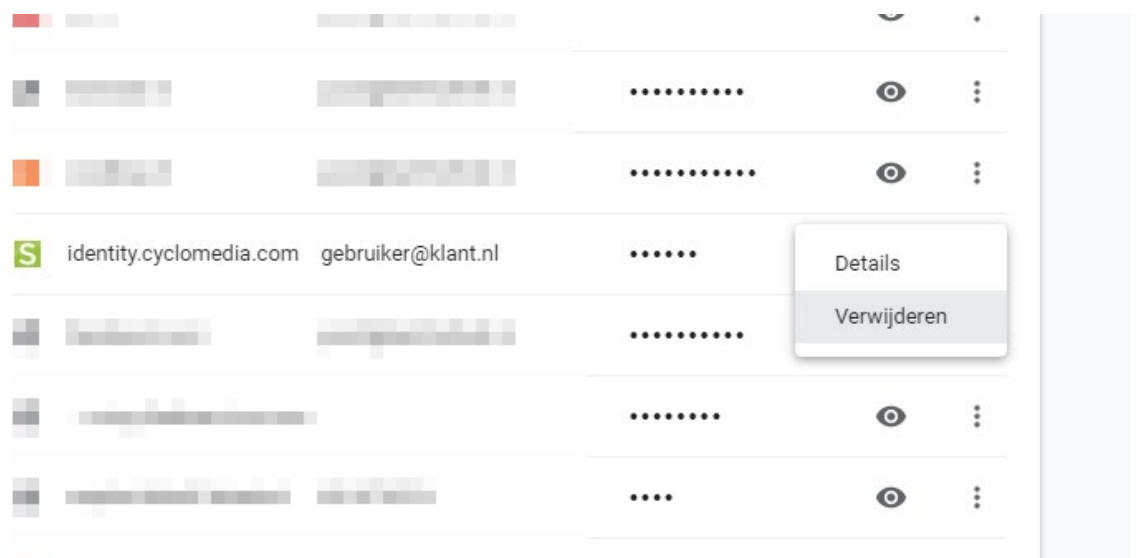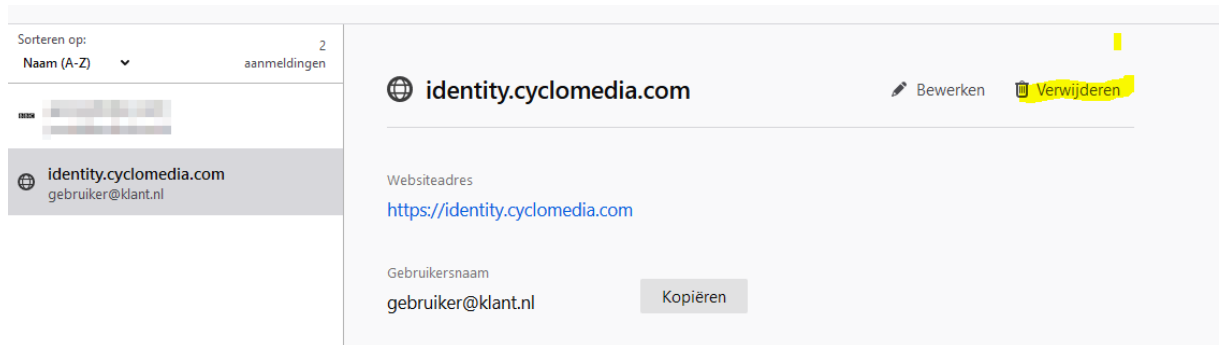3. Click the 3 dots at the end of the line and select 'remove'

4. Close the browser and restart it. You can now sign in with your Street Smart credentials

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Firefox

1. Surf to about:logins

2. Search the list of passwords for "identity.cyclomedia.com" and your username.

3. Click on 'delete' (trash bin icon)

4. Close the browser and restart it. You can now sign in with your Street Smart credentials

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