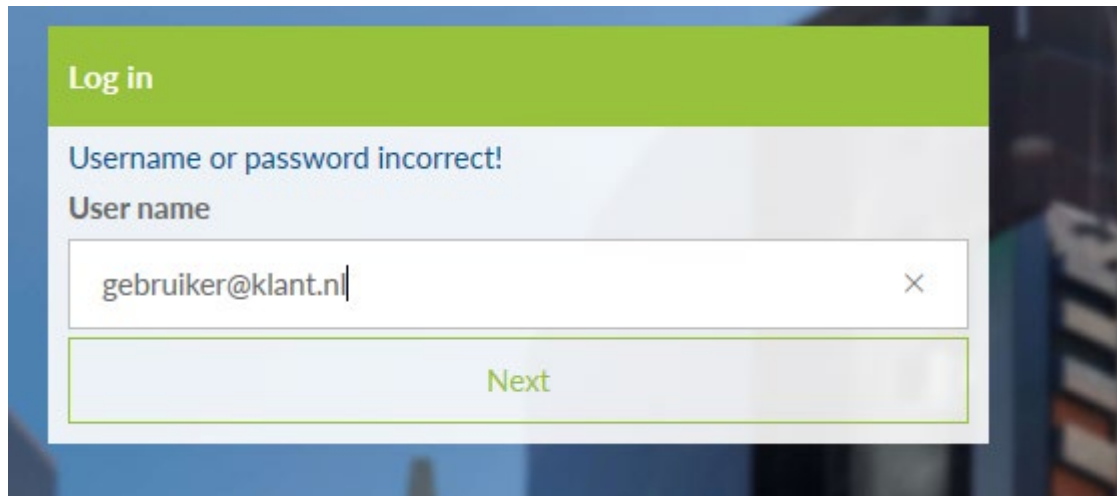



When logging into Street Smart fails, this can be due to a stored password in your browser. Therefore, try to remove this password first and then try again. This document shows how to do this.

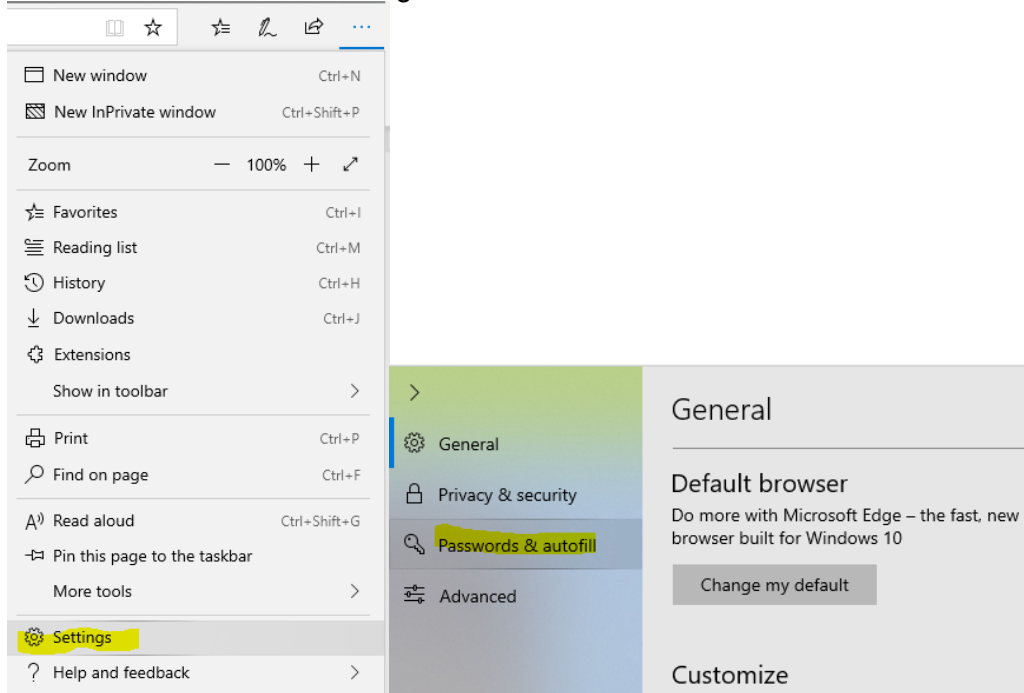


The image shows a login interface with a green header bar containing the text "Log in". Below the header, a light blue box displays the error message "Username or password incorrect!". Underneath the error message, the label "User name" is followed by a text input field containing the email address "gebruiker@klant.nl". A small "x" icon is visible in the top right corner of the input field. Below the input field is a light blue button with the text "Next" in green.

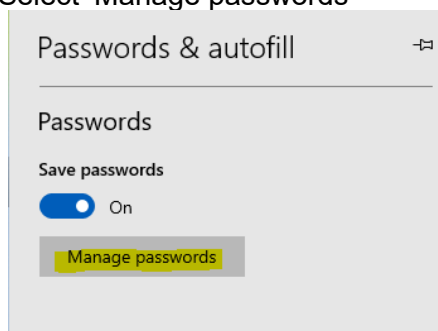
## Microsoft Edge (old version)



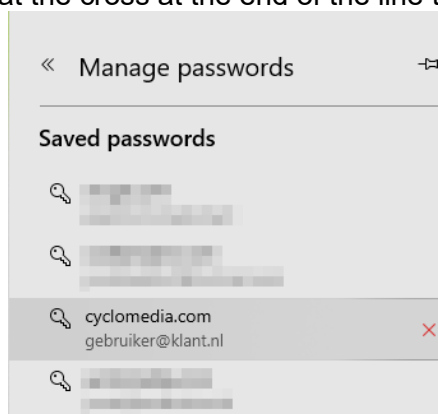
1. Click on the three dots  at the top of the browser window.
2. A menu shows. Select 'Settings' and then "Passwords and autofill"



- 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.



### 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'

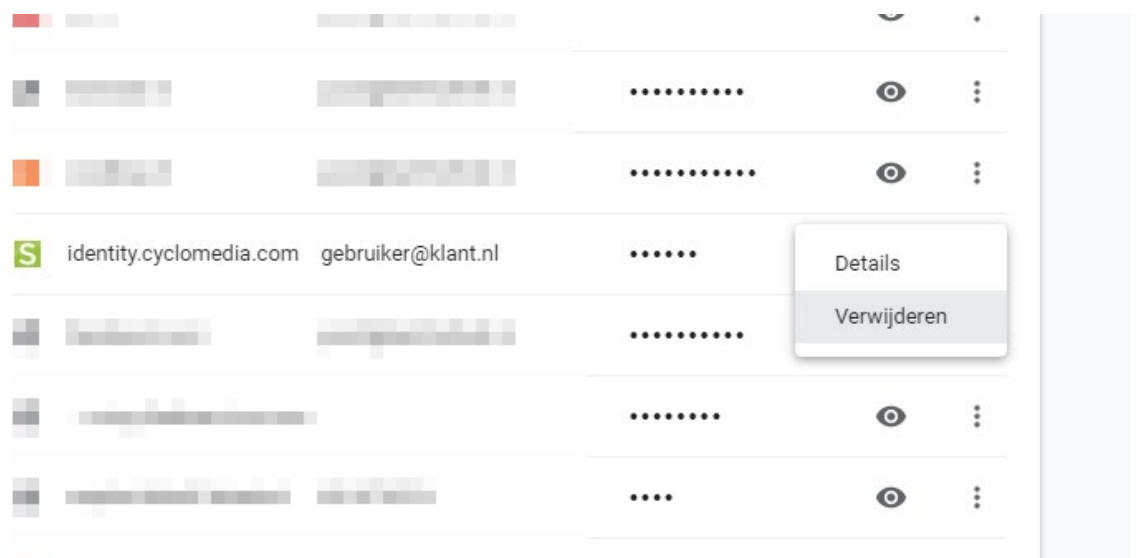


4. Close the browser and restart it. You can now sign in with your Street Smart credentials



### 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'

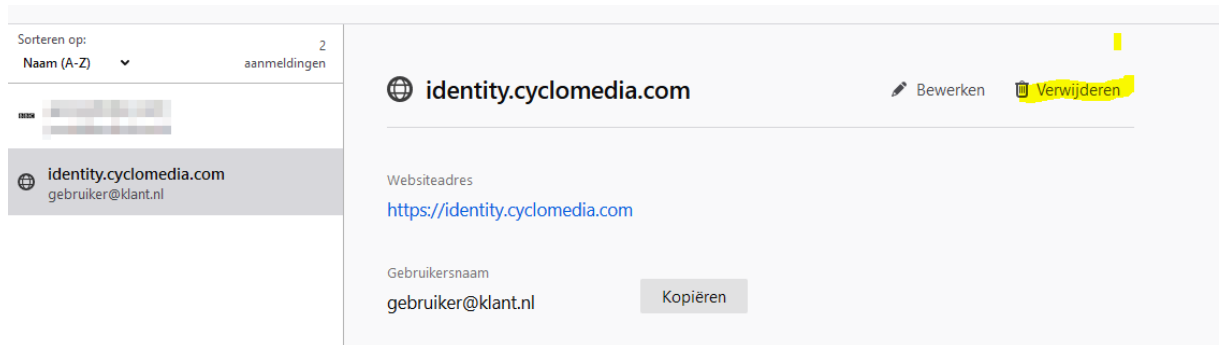


4. Close the browser and restart it. You can now sign in with your Street Smart credentials



## 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