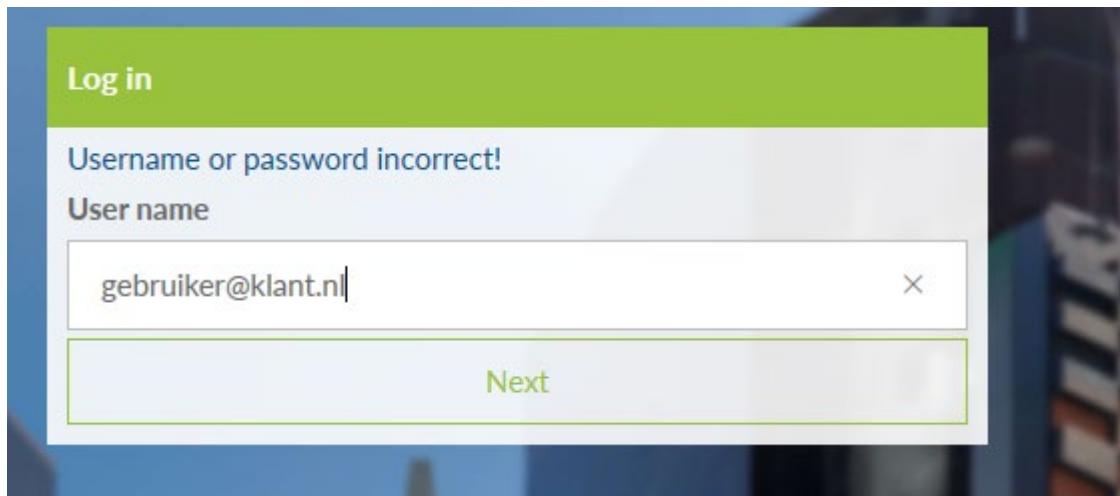


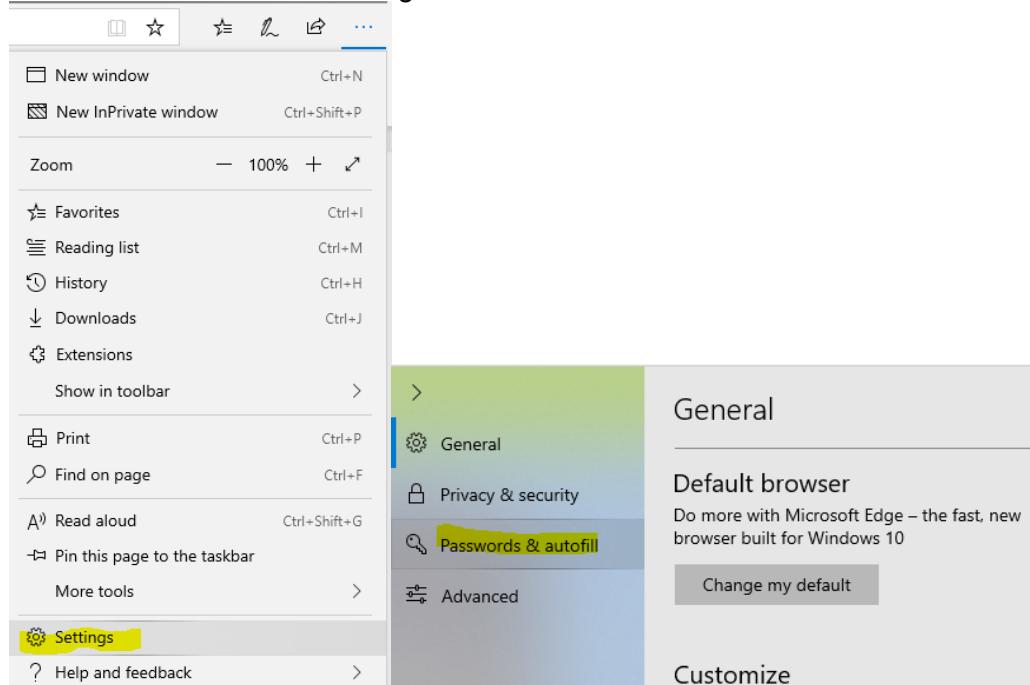
When logging into Street Smart fails, this can be due to a stored password in your browser. Therefore, try to remove this password first and then try again. This document shows how to do this.



Microsoft Edge (old version)

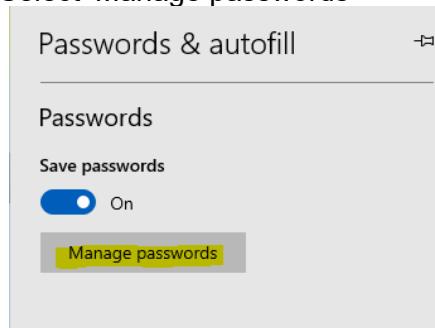


1. Click on the three dots  at the top of the browser window.
2. A menu shows. Select 'Settings' and then "Passwords and autofill"



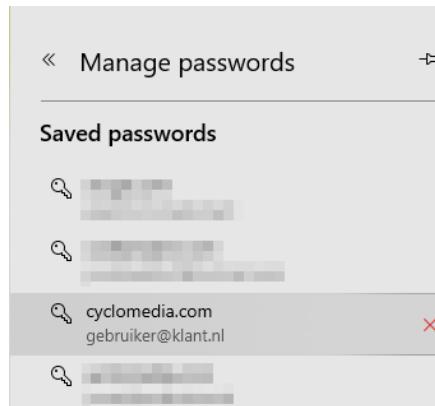
The image shows the Microsoft Edge menu and the 'General' settings page. The menu on the left includes options like 'New window', 'Zoom', 'Favorites', 'History', 'Downloads', 'Extensions', 'Show in toolbar', 'Print', 'Find on page', 'Read aloud', 'Pin this page to the taskbar', 'More tools', 'Settings', and 'Help and feedback'. The 'Settings' option is highlighted with a yellow box. The main window shows the 'General' section of the settings, with 'Default browser' and a 'Customize' button. The 'Passwords & autofill' option is also highlighted with a yellow box.

- 3.
4. Select 'Manage passwords'



The image shows the 'Passwords & autofill' settings page. It has a 'Save passwords' toggle switch set to 'On'. Below it is a 'Manage passwords' button, which is highlighted with a yellow box.

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.



The image shows the 'Saved passwords' list. It displays several entries, with one entry for 'cyclomedia.com' and 'gebruiker@klant.nl' clearly visible. To the right of this entry is a red 'X' icon, which is highlighted with a yellow box, indicating it is the target for removal.

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'

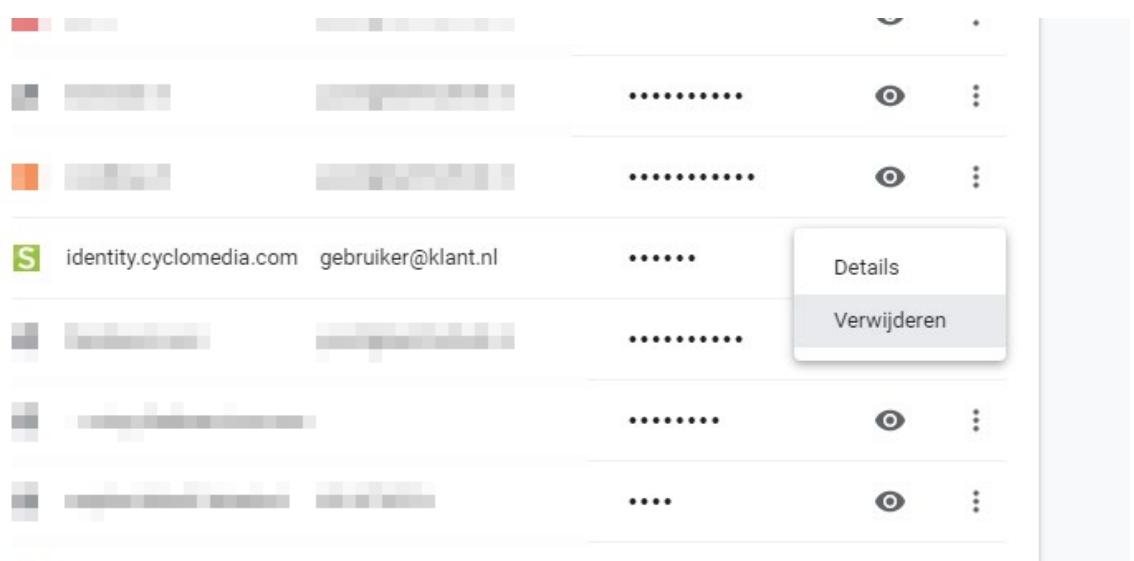


4. Close the browser and restart it. You can now sign in with your Street Smart credentials



Google Chrome

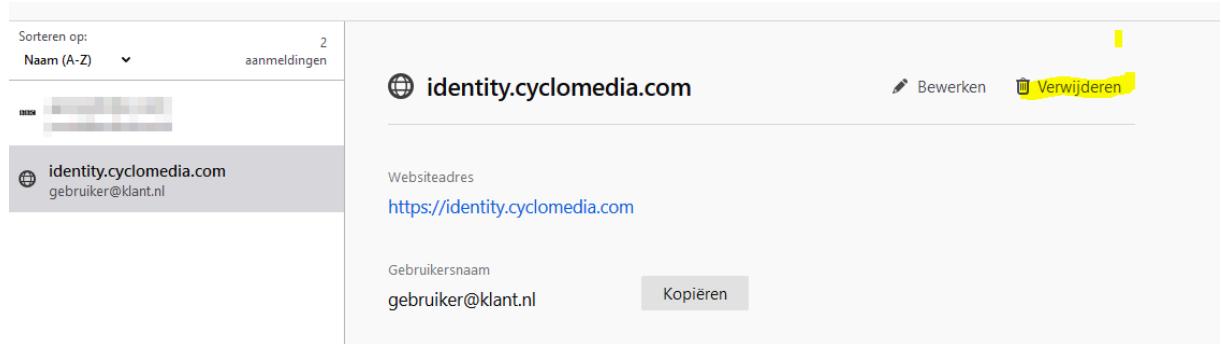
1. Surf to <chrome://settings/passwords>.
2. Search the list of passwords for "identity.cyclomedia.com" and your username.
3. Click the 3 dots at the end of the line and select 'remove'



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



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)



Sorteren op: Naam (A-Z) 2 aanmeldingen

...	...
...	...
identity.cyclomedia.com	gebruiker@klant.nl

identity.cyclomedia.com Bewerken Verwijderen

Websiteadres
<https://identity.cyclomedia.com>

Gebruikersnaam
gebruiker@klant.nl Kopiëren

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