

Atriis – Troubleshooting Internet browser issues

1. Check Internet browser bookmark for Atriis

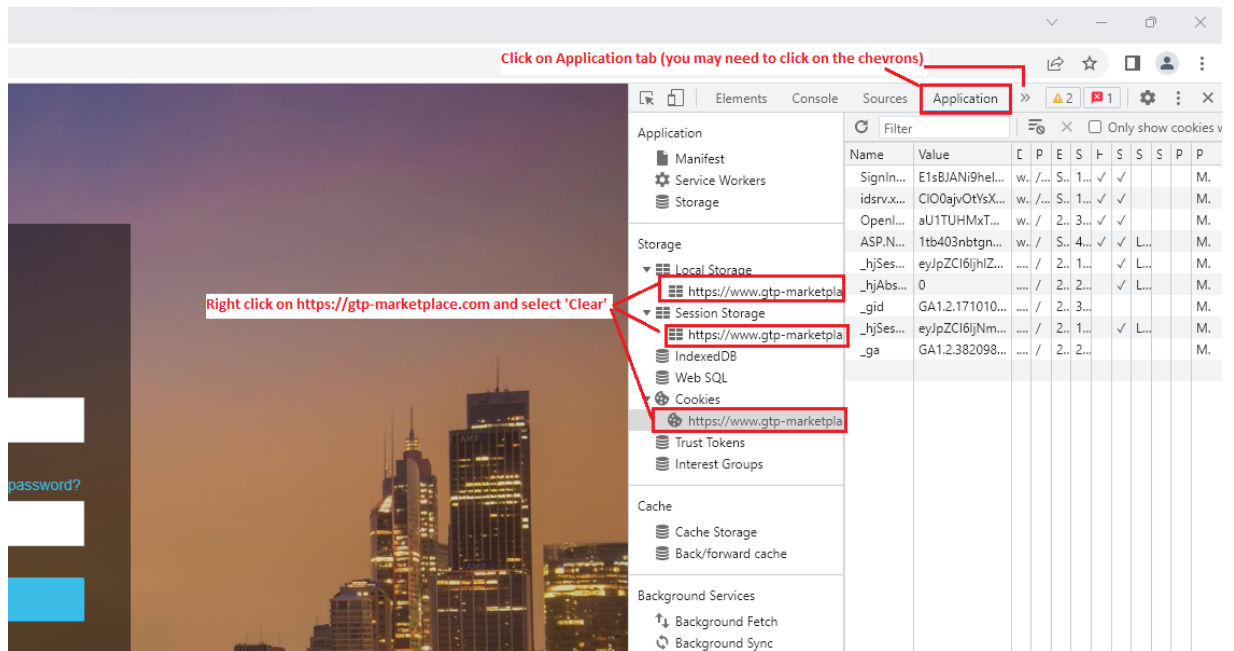
Please ensure that your Internet browser bookmark for Atriis is pointing to <https://www.gtp-marketplace.com>. It is important that the bookmark hyperlink does not have anything after the .com.

If the Atriis bookmark looks like this - <https://www.gtp-marketplace.com/identity/login?signin=5c865aa81f6a7b170efe6aa33706d44e>, then please update the bookmark so it points to <https://www.gtp-marketplace.com>.

2. Clear cookies and cache for Atriis website address only

Please find step-by-step instructions below on how to clear internet browser cache and cookies for Atriis in Google Chrome.

- Visit <https://www.gtp-marketplace.com>
- Press Ctrl + Shift + I
- Select Application tab from the right-hand pane - you may need to click on the chevrons to bring this up
- Under the Storage section, expand Local Storage/Session Storage/Cookies
- Right-click on the <https://www.gtp-marketplace.com> and select 'Clear'
- Click on the 'X' icon on the right-hand pane to close it
- Close all browser windows
- Open Google Chrome and try to login to Atriis again



3. Access Atriis in Incognito / InPrivate mode of internet browser

- Open a new Incognito (Google Chrome) or InPrivate (Microsoft Edge) by pressing Ctrl + Shift + N.
- Go to <https://www.gtp-marketplace.com>
- Login to Atriis as normal and replicate your search.