

## Atriis – Troubleshooting Internet browser issues

## 1. Check Internet browser bookmark for Atriis

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

If the Atriis bookmark looks like this - <u>https://www.gtp-</u>

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 <u>https://www.gtp-marketplace.com</u>
- 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 <u>https://www.gtp-marketplace.com</u> 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



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- 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 <u>https://www.gtp-marketplace.com</u>
  - Login to Atriis as normal and replicate your search.