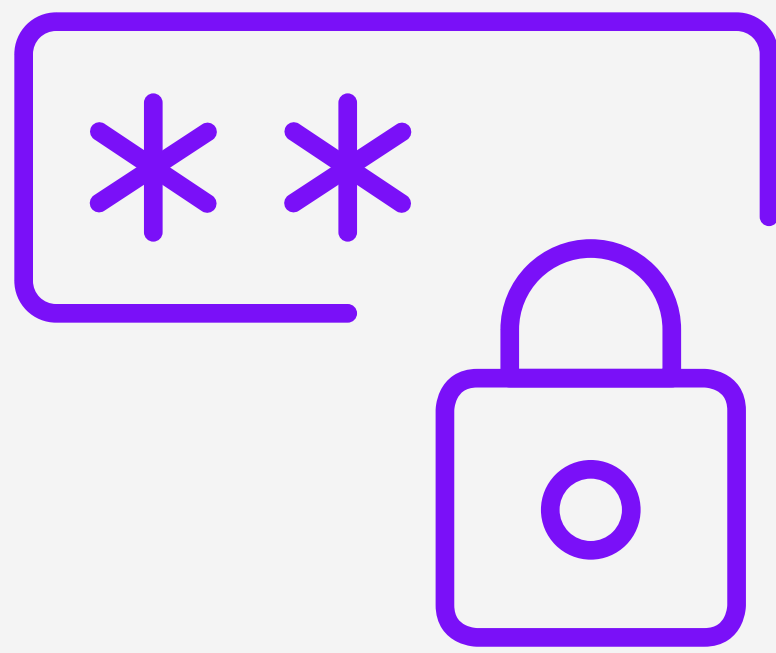


EQUUS Login Troubleshooting Guide

Having trouble logging in? Try these quick solutions first!



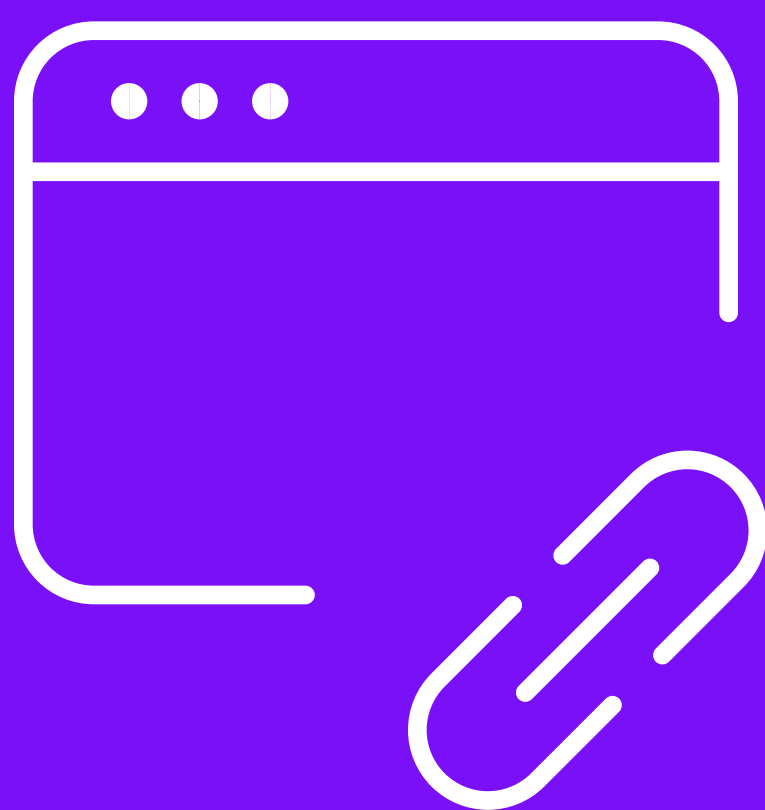
1. Double-Check Your Login Credentials



Before anything else, make sure you're entering your username (email) and password correctly.

- Check for spelling errors
- Passwords are case-sensitive
- Watch out for extra spaces or autofill errors

If you've forgotten your password, use the "Forgot Password?" link on the login screen to reset it.



2. Use the Direct Login Link

Many login issues can be resolved by bypassing bookmarks or outdated pages.

Direct URL: <https://app.equusleadershipsolutions.com/>



3. Clear Cache & Cookies, Then Try Again

If the link loads but results in a blank screen:

1. Clear browser cache & cookies.
2. Fully close the EQUUS browser tab.
3. Reopen the browser and use the link again.

This helps resolve login loops and white screen issues that sometimes occur after updates or long periods of inactivity.



4. Disable Pop-Up Blockers (Especially in Google Chrome)

Pop-up settings can interfere with the login process, especially the first time. Here's how to fix it:

Chrome Instructions:

1. Open Chrome.
2. Click the 3-dot menu (top-right corner).
3. Go to Settings > Privacy & Security > Site Settings > Pop-ups and redirects.
4. Set to Allow.



5. Try a Different Browser

If all else fails, try using a different Internet browser. Sometimes the issue is browser-specific (especially Chrome-related).

- Recommended alternatives: Microsoft Edge or Firefox.
- Often, users are able to log in using another browser, then return to Chrome after fixing pop-up or cache settings.



BONUS TIP: Send a Screenshot to the EQUUS Help Desk

If problems persist, take a screenshot of the issue and email it to:
support@equusleadershipsolutions.com

This helps our tech team troubleshoot faster and get you back in.