

## SIGNPOST: a journey guide for technical issues

Trail travellers sometimes experience technical issues when trying to log into their Weavers' Trail accounts. This may occasionally be caused by something that we need to investigate and mend, but often it requires some basic housekeeping of your own trail account and the device you are using for your travel. This document explains how to sort out some of these glitches.

We have placed very good security around the trail which means that if you do not visit for a while, you may need to reset your password. If you are experiencing any technical frustrations, please read this document for guidance about sprucing up your technical cauldron. Of course, if you continue to have problems please get in touch.

### When you login to the website

1. Go to the Braided River website: <https://thebraidedriver.co.uk>
2. Click on [login here](#) at the top right of your screen:



3. Enter your username and password in the boxes, then click the [log in](#) button:



Login

Username or email address \*

Password \*

Log in  Remember me

[Lost your password?](#)

(Note: if you tick the small [remember me](#) button, **some** set-ups will automatically remember your login details for a limited period of time, usually 14 days.)

4. Once you have logged in successfully, you will see your [my journey](#) page, showing a summary of your journeys and how far you have travelled:

- Dashboard
- Orders
- Subscriptions
- Addresses
- Payment methods
- Account details
- Log out

Hello **Penny Jones** (not **Penny Jones?** Log out)

From your account dashboard you can view your recent orders, manage your shipping and billing addresses, and edit your password and account details.

## Your Journey Progress



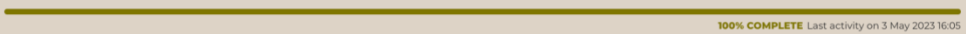
**Daweyo Journey – The Hearth Woman**

On the Trail



**Lagyâno Journey – The Shrine Guardian**

On the Trail



**Soitlâ Journey – The Bone Dreamer**

On the Trail



5. Click on the title of the journey (or the petroglyph weaver image) to step onto a specific trail. You can only enter journeys in which you are enrolled.

## When you cannot access a journey

Please be aware that you cannot gain access to a purchased journey until you have:

- a) unlocked the journey by creating a subscription or paying in full
- b) marked **all** the footsteps in your previous journey as footstep taken

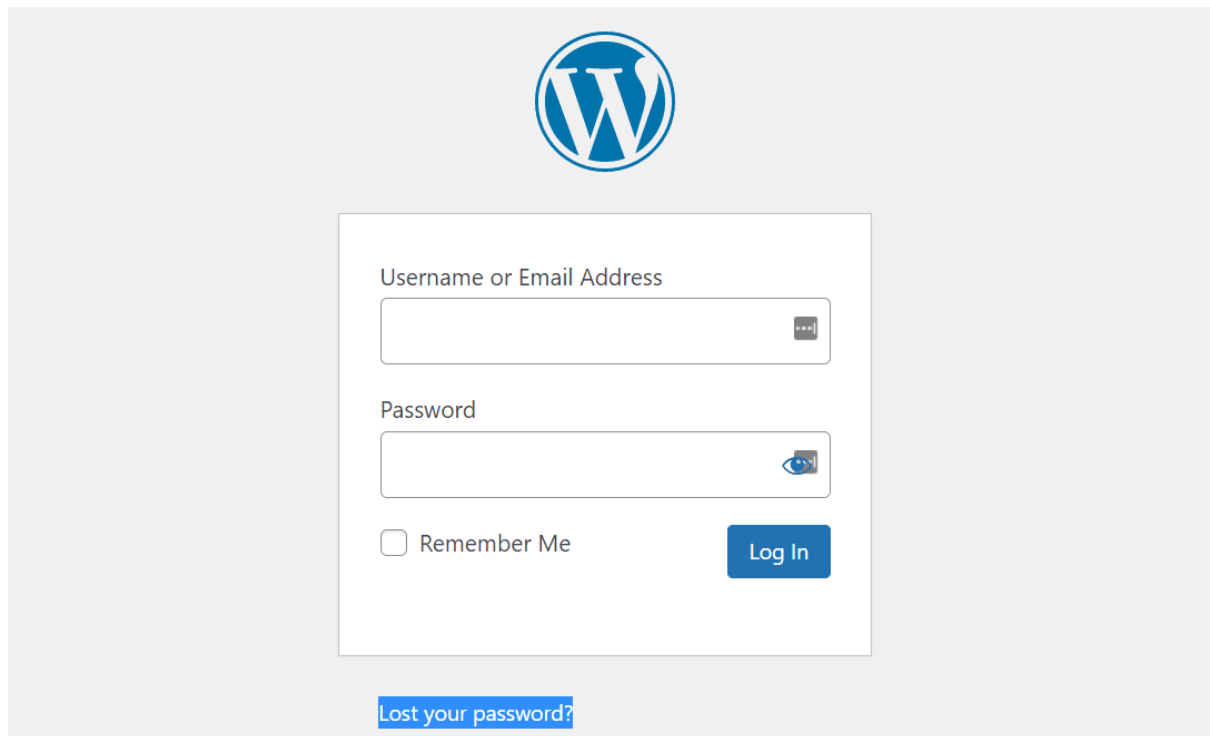
If you are certain that you have completed and marked each step in your previous journey but can still not progress, please contact us to help you move smoothly through to the next part of your trail.

## When you cannot login

If your login details are incorrect, a message will tell you either that your **username or email address is unknown** by our system, or that the **password is incorrect**. If this happens, please check your login details and try again.

### Lost or forgotten your password?

If you have lost or forgotten your password, first try using the built-in recovery feature. Click on Lost your password? on the login screen – you will be prompted to enter your email address. The system will then send you a link via email, which you can use to create a new password:



## Troubleshooting

We generally find that most login issues are caused by your local computer and browser settings rather than the Braided River website, so please check the following things before you contact us:

### 1. Which browser are you using?

Our website is designed to work with the most recent versions of all major browsers. We particularly recommend *Chrome*, *Safari* and *Firefox*. Some women have found that switching to a different browser has magically resolved all their tech troubles!

### 2. Is your browser up-to-date?

It is really important to regularly update your browser software, just as you would with your mobile phone. Browser providers regularly issue updates for their software and an outdated browser version could cause problems with both access and optimum viewing of your journey materials. For more information about how to update your browser, here are some useful links:

**Google Chrome** [https://www.google.com/intl/en\\_uk/chrome/update/](https://www.google.com/intl/en_uk/chrome/update/)

**Safari** <https://support.apple.com/en-gb/HT204416>

**Firefox** <https://support.mozilla.org/en-US/kb/update-firefox-latest-release>

### 3. Are you logged in elsewhere?

If you have used multiple browsers or devices to log into the Braided River, check to see if any of those browsers or devices are still logged in. The system can become confused if you are logged in on multiple devices and/or browsers at the same time, since it cannot work out on which one to mark your journey progress.

#### **4. Are you logging out?**

For security reasons, it is always a good idea to log out of any website when you have finished your session. It also helps our system to update everything behind the scenes whilst you are away, and this keeps your account running smoothly.

**To log out** of the Braided River website, simply click on [logout here](#) at the top right of your screen.

#### **6. Are cookies enabled?**

Cookies are small files located in your browser that store information about your interaction with specific websites. The Braided River website requires the use of cookies during the login process so that we can check who you are. If cookies are not enabled in your browser, you won't be able to login. Review your browser's privacy settings to make sure that you have not disabled cookies generally, or on the Braided River website specifically. If you wish to adjust your cookie settings, you can do so within your browser under [Settings > Privacy](#) (or similar, depending on the browser).

#### **7. Have you cleared your cache?**

The browser cache refers to the temporary files stored in your web browser when you access a web page. Sometimes, the browser will use these cached files to open up a website page more quickly for you. But if your cache is not updating properly, you may be viewing older versions of some of the files that create the trail. **How to clear your browser's cache and cookies:** this article will tell you how to clear your cache and cookies for most of the major browsers:

<https://www.elegantthemes.com/blog/wordpress/how-to-clear-all-browser-caches>

### **If you are still having trouble**

If you are still having trouble logging in, please contact us and we will help. Please gather the following information to assist us:

- which email address you use to access the Braided River website
- which error message do you get when you try to log in
- which browser are you using? (e.g. Safari, Chrome, Firefox, Microsoft Edge etc.). To find this, go to the top left of your screen whilst on the website and click on Safari/Chrome/Your Browser, then select [About Safari](#) or [About Chrome](#) etc. to see which version you are using. Note: our website is designed to work with recent versions of all major browsers.
- which version of the browser are you using?
- which device are you using?

Finally, screenshots are always useful if you are able to provide them for us! We understand that technical issues can be frustrating but be assured that we are here to sort out your tech problems. Contact [thebraidedriver.weavers@gmail.com](mailto:thebraidedriver.weavers@gmail.com) for further help.

With thanks from the Braided River team