IntelliReach Login Troubleshooting

About IntelliReach

TAPFIN's **IntelliReach** Portal provides one point of entry to our suite of program optimization applications designed to elevate how we help our clients manage, track and measure workforce performance and is designed and optimized for use with the **Google Chrome** web browser and uses Google Authentication – If you are not using **Google Chrome** to access **IntelliReach** please switch to Google Chrome. IntelliReach uses 'cookies' as part of the access control process and sometimes it is necessary to clear cookies to regain access to IntelliReach in instances where when you experience login issues.

Cookie Removal Steps

1. In **Google Chrome** enter the following URL into your browser: '**chrome://settings/content/cookies**' and hit the **Enter** key. On the Settings page, scroll to the **All cookies and site data** section which displays a list of all locally stored cookies.

2. In the '**Search Cookies**' textbox enter 'intellireach', the cookies associated with IntelliReach sites will display in the list. You only need to remove the 'intellireach' cookies.
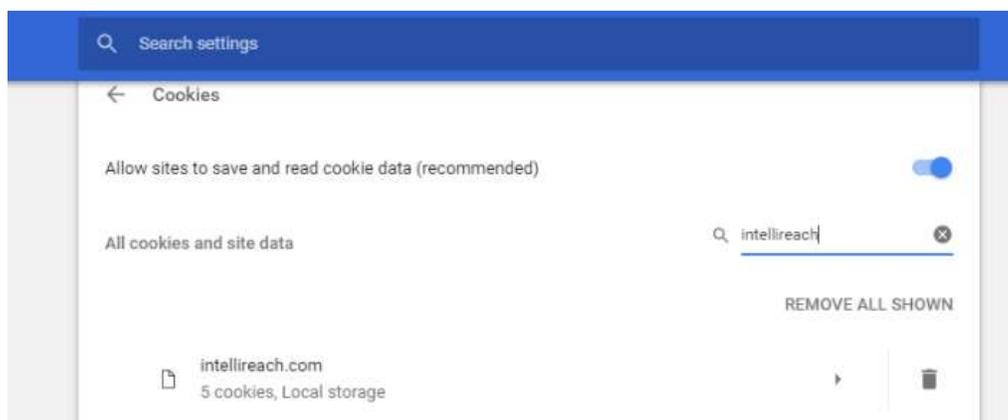
3. Click the '**Remove all shown**' button next to the Intellireach site cookies you want to delete.

4. Close the **Settings** browser tab.

5. Re-open the Intellireach.com web page and click on the [Sign in using your Google Account] button and you should be able to authenticate into IntelliReach.
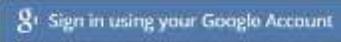
Feedback and System Support

Communications, documentation, and release notes about IntelliReach updates are critical to the adoption of our products. If you have questions or feedback on new or existing features, or if you need technical assistance with any of the features in this release, please contact us at **IntelliReachFeedback@tapfin.com**.