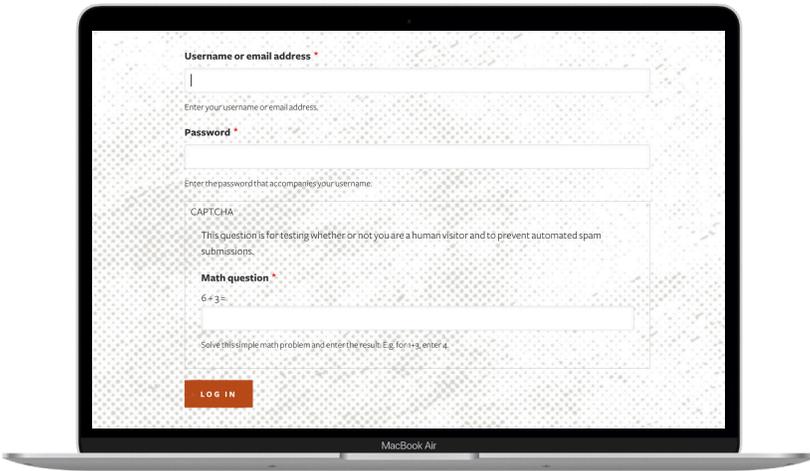# LOGIN TROUBLESHOOTING

Verify The URL is Correct.

Open a new window and copy and paste this URL into your browser: https://www.tnvacation.com/partner/login

Verify The Email Address or Username We Have On File is The Email Address or Username You are Using.
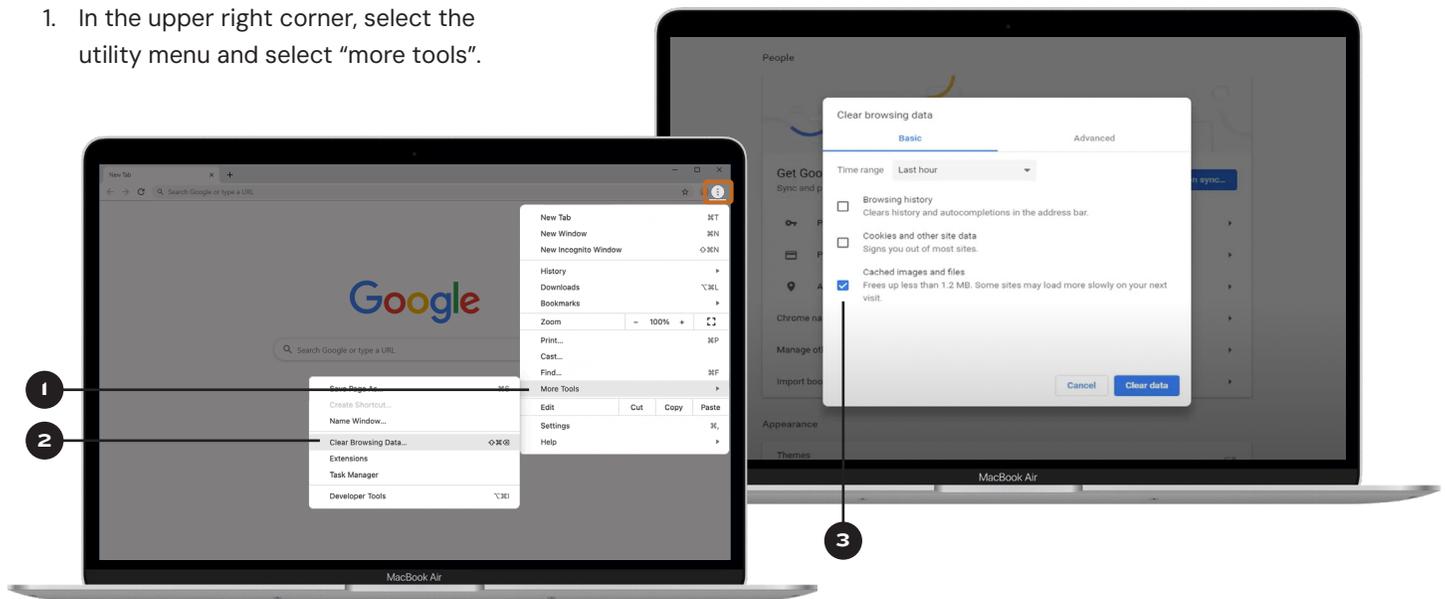
If you have the email address in which you received your confirmation, copy and paste that address into the username or email address field. Next, type in your password (be sure to be conscious of upper and lowercase). Then, answer the CAPTCHA question, and click LOG IN.

CLEAR CACHE

This could be a caching issue. Follow the steps below to clear you cache and try logging in again. The instructions below are browser specific, so be sure to find your specific browser type.
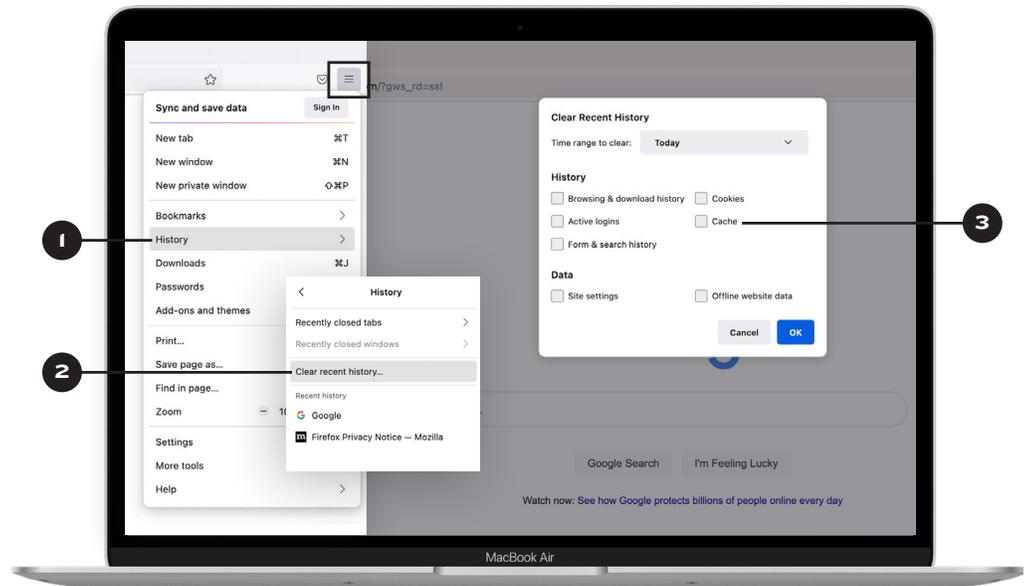
CHROME

1. In the upper right corner, select the utility menu and select "more tools".

2. Then select "clear browsing data" (shortcut: CTL+SHIFT+DEL).

3. Set your time range and select "Cached images and files". Click the "Clear data" button.

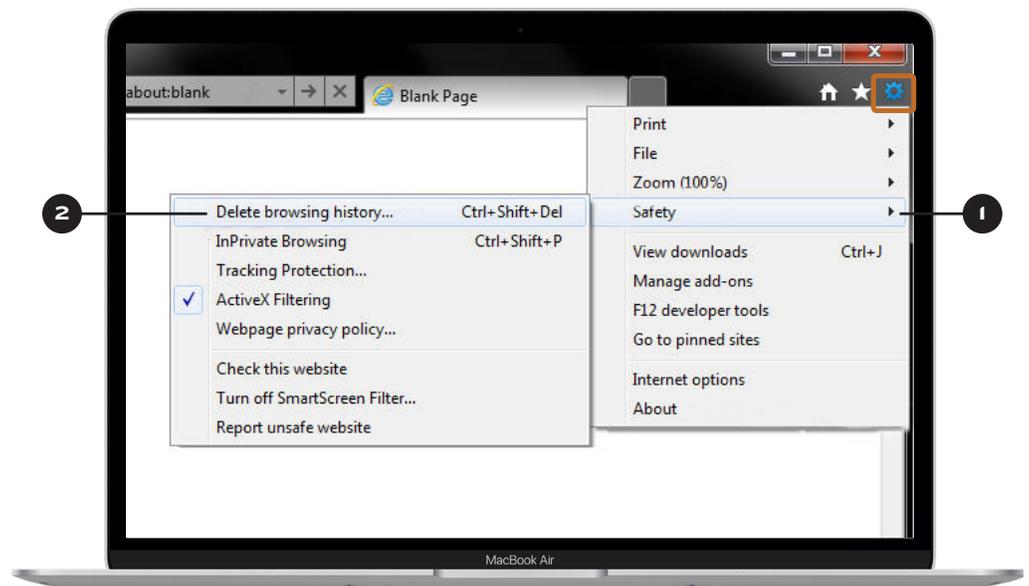4. Return to the partner login page, and log in.

FIREFOX

1. Select utility menu from navigation bar and then select History.

2. Then select "Clear Recent History".

3. Then select time range and "Cache" and click "OK".

4. Return to the partner login page, and log in.

INTERNET EXPLORER

1. Select the utility menu from the Navigation bar and then select "Safety".

2. Then select "Delete browsing history..."

3. Return to the partner login page, and log in.

CONTACT TDTD FOR HELP

If you need further assistance, please contact your division manager.

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