LOGIN TROUBLESHOOTING



Verify The URL is Correct.

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

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



- 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

- 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.

27 E	m/?gws_rd=ssl
Sync and save data Sign	n Clear Recent History
New tab	KT Time range to clear: Today ✓
New window	en l
New private window	History
Bookmarks	Browsing & download history Cookies
History	Cache C
Downloads	¥J
Passwords	Data History
Add-ons and themes	Site settings Utfline website data
Print Recently	closed tabs
Save page as	
Find in page	int nistory
Zoom - 11 G Goog	e '
Settings Firefo	x Privacy Notice — Mozilla
More tools	Google Search I'm Feeling Lucky
Help	>
	Watch now: See how Google protects billions of people online every day

INTERNET EXPLORER

- 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.

West Division Manager Marty Marbry, <u>marty.marbry@tn.gov</u>

Middle Division Manager Ashley DeRossett, <u>ashley.derossett@tn.gov</u> East Division Manager Brent Lambert, <u>brent.lambert@tn.gov</u>

Technical Support Rob Sherrill, rob.sherrill@tn.gov

