

**WORLDFIRST**

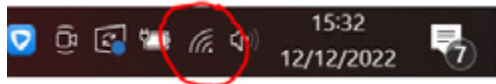
**TECHNICAL TROUBLESHOOTING GUIDE**

# **Support with your World Account**

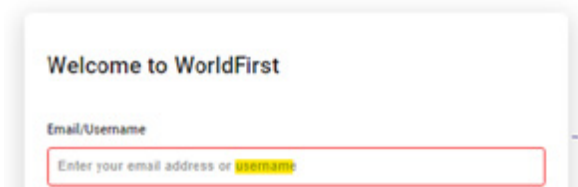


### Are you connected to the internet?

1. Check the icon in the corner of your screen to see if your computer detects a strong connection. If you're in Airplane Mode or have accidentally turned your Wi-Fi off, please revert back to your original settings to enable internet access.



2. Try visiting other sites to see if they work. If some sites work and one doesn't, it probably isn't your internet connection. If you have problems with the other sites you've checked, you might need to reboot your router, as any hiccups there can bring down your entire browsing session.
3. Please check for any typos – one small spelling mistake could stop you from logging in or going to the correct website. **Please note: special characters in usernames and passwords can also cause issues.**
4. If you cannot login with your password, it could be because you're entering your **email address** instead of your **username**.



### Are you having trouble resetting your password?

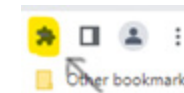
1. Select Change method and follow the steps to resetting your password.



2. If the website isn't working in your usual browser, please try a different browser. For example if you usually use [Google Chrome](#) you could try in [Mozilla Firefox](#) or [Edge](#).
3. You can also try a private browsing window (new Incognito window), which will load the site without the cookies used to store your login information. If this now works you can either:
  - continue to use the new browser or
  - empty the cookies and cache in your original browser and try again
4. In chrome there is a setting under Privacy and security that you can set to clear cookies and site data whenever you close all browser windows. This should stop you having the issue on other sites as well. If the site doesn't load in another browser, the problem likely lies somewhere else on your machine.



5. If you have any add-on applications or extensions in your browser consider turning these off.



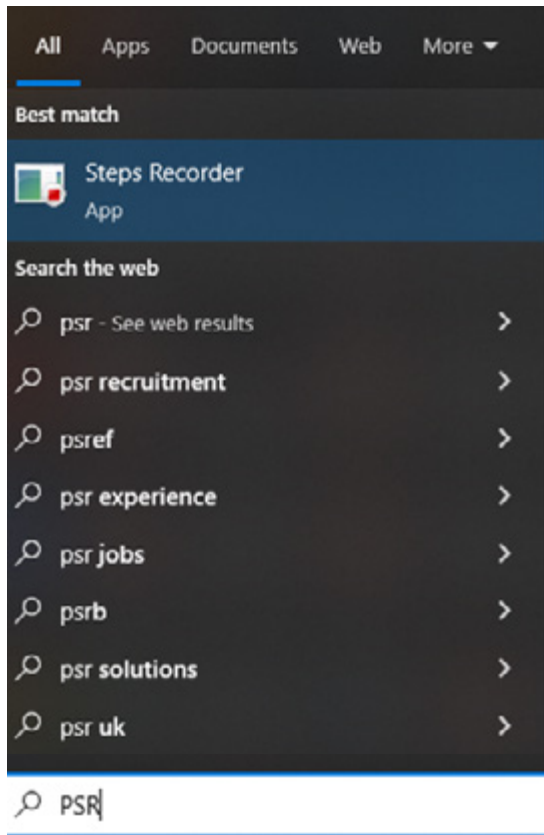
Ad blockers are a classic example. If you have one running, turn it off and reload the site to see if that works. It is also worth disabling other add-ons, or closing any other software that may interfere with the web (like network monitoring programs). Sometimes antivirus software can interfere with certain sites too, but take care—if it's blocking a certain site from loading, there may be a good reason for that, and **disabling your security software could put you at risk**.

6. If images are missing from the main page, or you see an empty page after login this can be due to cookies being blocked or firewall settings in your organisation.
7. You can also try visiting the site on another device, like a mobile device (connected to the same Wi-Fi network). If the site loads on your phone but not your computer, you can narrow down the problem to your computer settings. If the site doesn't load on your phone when connected to Wi-Fi, but loads when Wi-Fi is off, it's possible that built-in security software, parental controls, firewall, or some other option is blocking your access.
8. If you have trouble receiving 2FA codes this can be down to your mobile signal being weak. This usually means there is either a delay or the SMS fails to send until you are in a stronger signal area. In this instance, downloading the Authy app can help as it can use your Wi-Fi connection to obtain the code.
  - When sending a verification code to your email or phone always remember the last step is to click "Send" or "Next" if this fails there is usually a "Re-send" button.
  - If you cannot see a transaction that you made in the past go to the historical statement and set the date range then click on the button to filter the results.

## Problem steps recorder- Windows

If you're a client using a Windows based machine you can use PSR (problem steps recorder).

1. Go to Start menu
2. Enter **PSR** in the search box
3. Select **Steps Recorder**



4. Click on **Start record**



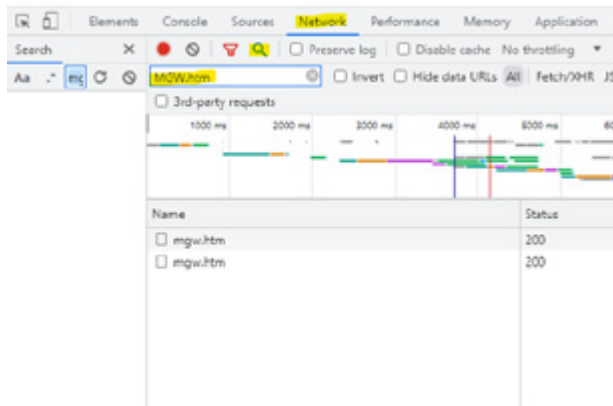
5. Complete the steps as normal using your computer up until the issue/error occurs
6. Once you have completed the steps click on **Stop record**



7. Click on **Save** and select where you will save the zip file.
8. Attach the Zip file to your email
9. Send email to customer services team with a summary of the issue.

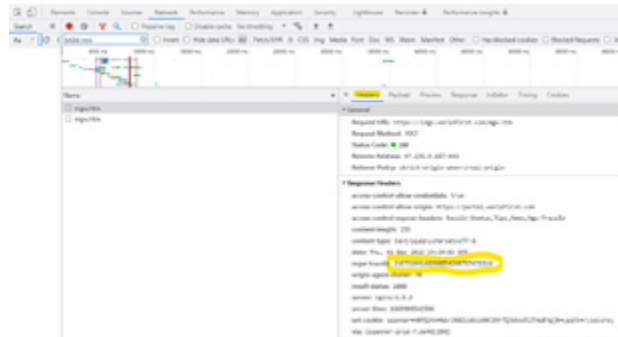
### Obtain a Trace ID

1. Recreate issue using your account on <https://portal.worldfirst.com/>
2. Obtain message Trace id from browser:
  - a. Select the three vertical dots in top right corner of chrome toolbar
  - b. Select More Tools>Developer tools (Or Ctrl + shift + i)
  - c. Click on Network tab at the top of the screen on right hand side
  - d. Search (magnifying glass) for the latest version of mgw.htm

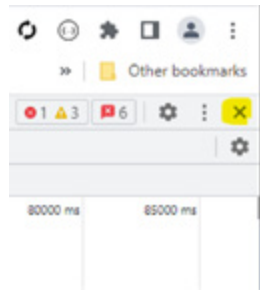


e. Click on Headers

f. Copy the long number next to mgw-traceid:



g. you can now close the developer tools by clicking on the cross under the bookmarks bar (or Ctrl + shift +i)



3. Send full screen screenshots of the issue where possible with **Message trace Id** to Customer service team.