



## ERROR WHEN TRYING TO LOG INTO THE MOBILE AND WEB APPLICATION TECH TIP

Ver. 4.0.1

**DESCRIPTION:** This Tech Tip is the instruction to help customers who are able to log into ARTECO LOGIC NEXT from a client PC, but not into the ARTECO MOBILE APP or web client.

**IMPORTANT:** This Tech Tip applies to ARTECO Server and ARTECO LOGIC NEXT version .1018 or earlier and is not intended or advised to be used with any other version of ARTECO Server.

- 1) Log into ARTECO LOGIC NEXT with the user name you are trying to view the Mobile app with.
- 2) Click on File – Auto Login...
- 3) Uncheck the box "Enable Auto Login with the following settings"
- 4) Click confirm and log out of ARTECO LOGIC NEXT.
- 5) You should now be able to log into your mobile and web application.

