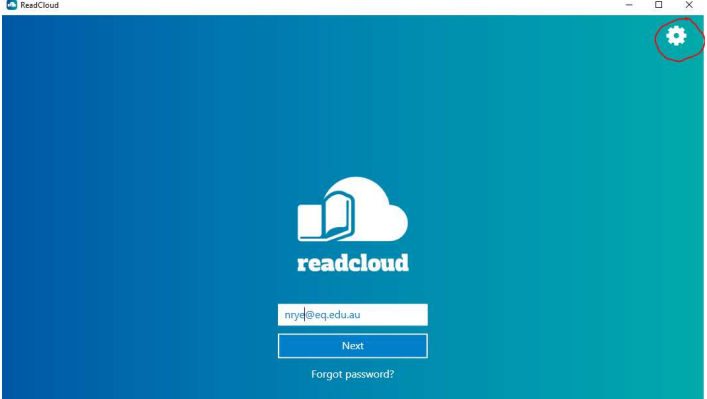# LOGGING INTO READCLOUD – TROUBLESHOOTING
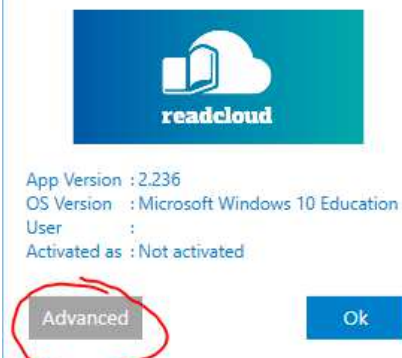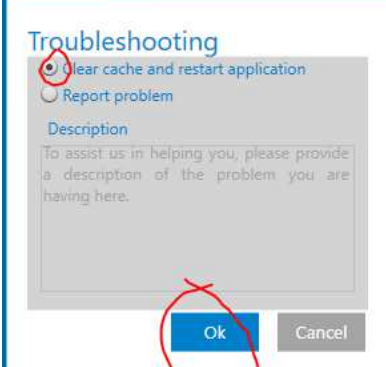
If you are having trouble logging into ReadCloud, please check the following before contacting IT for support.

Preliminary Checks:

- Ensure you are using your EMAIL address as your ReadCloud username (including the @eq.edu.au part)
- Ensure you are connected to the internet / school wireless.
- Students, ensure you are running the BYOx Application and are connected.

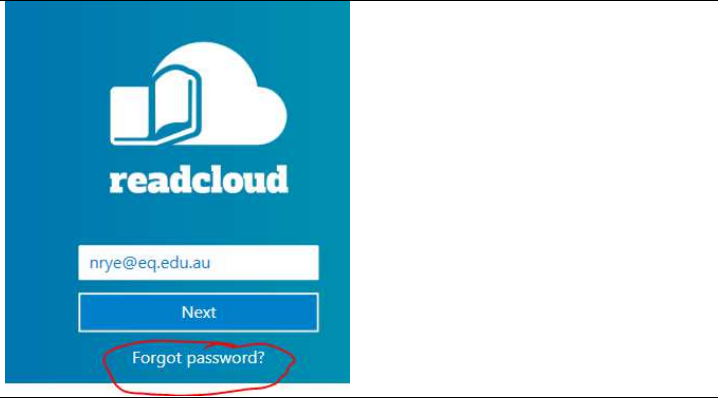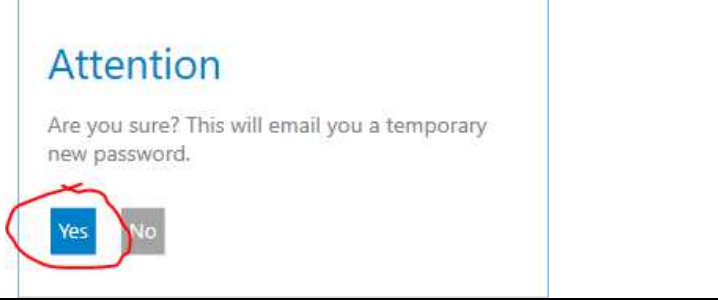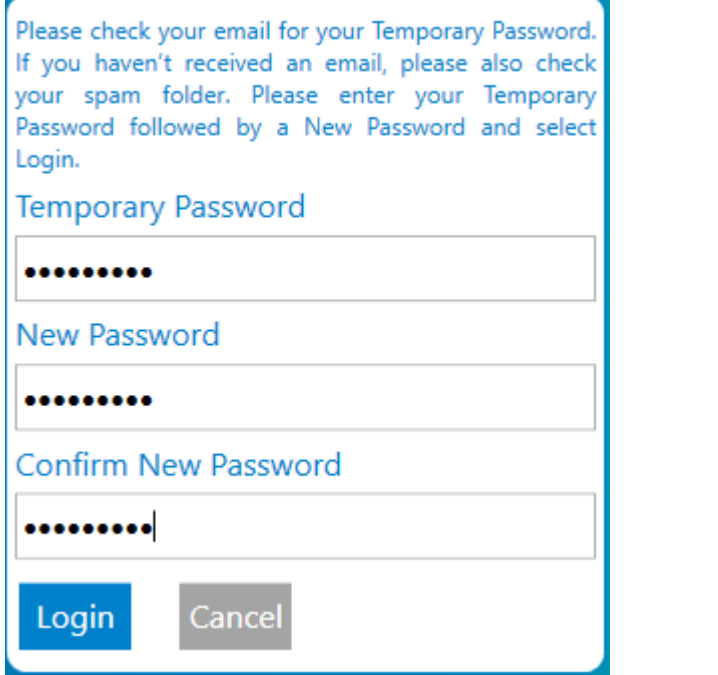**If you still cannot log in, try these Process A and B before contacting IT for support.**

PROCESS A – Clear Proxy Cache.

1) Click on the 'cog' icon at the top right of the ReadCloud login screen. If the cog is not visible, make the log in window bigger by dragging the top right corner, or using the 'maximise window' button.	
2) Click on About	
3) Click on Advanced	
4) Ensure 'Clear cache and restart application' is selected, then click OK Read Cloud will restart, and ask for your current MIS username and password (your school wi-fi / email username and password). 5) Log in using your email address and your ReadCloud password.	

If you still cannot log in, proceed to Process B

PROCESS B – Reset ReadCloud Password.

Your ReadCloud password is not necessarily the same as your MIS password (though they can be set to the same thing). You can reset your ReadCloud password by following the link.

1) Click on 'Forgot password?'	**readcloud** nrye@eq.edu.au Next Forgot password?
2) You will be asked if you are sure, click 'Yes' to be emailed a temporary password.	**Attention** Are you sure? This will email you a temporary new password. Yes No
3) Go to your school email account. You should have an email from ReadCloud with a temporary password within a couple of minutes. Make sure you check your junk mail or spam folders if it doesn't arrive.	
4) Enter your temporary password, then your new chosen password. Type the same chosen password to confirm, then click Login.	Please check your email for your Temporary Password. If you haven't received an email, please also check your spam folder. Please enter your Temporary Password followed by a New Password and select Login. Temporary Password ••••••••• New Password ••••••••• Confirm New Password ••••••••• Login Cancel

If you are still not able to log in, restart your computer and try again.

After these steps if you cannot log in, please contact IT for support.