NeuroTracker

Troubleshooting NeuroTracker Remote

Are you having problems logging on or running a NeuroTracker session? Follow the steps below to get back to training!

1. Are you using Google Chrome or Firefox as your web browser? The application only runs on these two platforms. Sorry, Internet Explorer and Safari won't work – Download **Google Chrome** or **Firefox**, it's free!

2. How strong is your internet connection? A stable internet connection will go a long way! If you're having troubles loading the page try closing your window and relaunch the browser.

3. Do you see the application page flickering or unable to see your results? Press **CTRL+F5** (for Windows) or **Command+R** (for Mac). It's that simple!

4. Does your issue still not going away? The internet likes to keep cookies and hold onto old information even when we've made a new update, try to clear your cache by pressing **Ctrl-Shift-Delete** (for Windows) or **Command-Shift-Delete** (for Mac).

Still need help?

Our support team is here! Contact our Support Team by filling out the support request form at the top of the login page or write to us directly at **support@cognisens.com**