

## Troubleshooting steps incase of non-access to e-tools

Version Control:

Date	Version	Author	Comments
29/05/2017	1.0	Utsav Suru	Troubleshooting steps document
01/09/2017	2.0	Utsav Suru	Added more details related to Captcha verification page

Validation List:

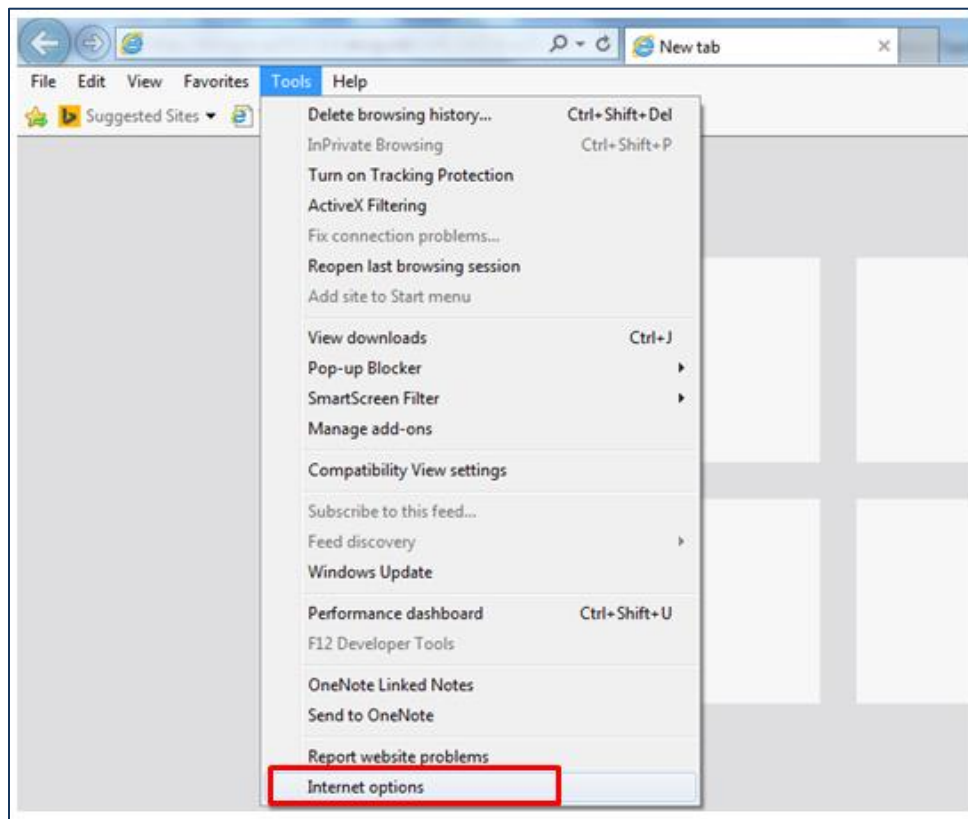
	Date	Name	Role
Issue By	29/05/2017	Utsav Suru	Functional Project Manager
Checked By	29/05/2017	Carole Baubet	Business user
Approved By	29/05/2017	Carole Baubet	Business user

### External users (outside Saint-Gobain network):

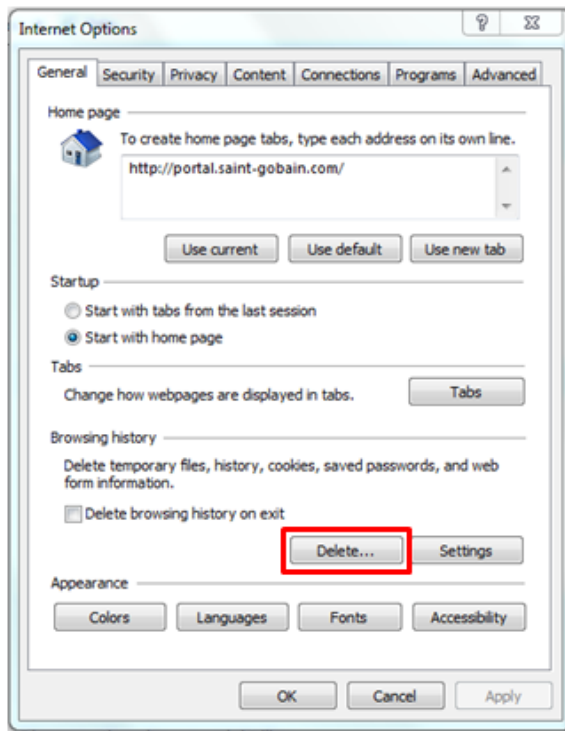
- Step 1 - Please clear the browser cache/history and then try to open the e-tools (*no need to clear the Favorites list*).

In your Internet Explorer browser, follow these steps to clear cache/history.

Go to Tools → Internet options



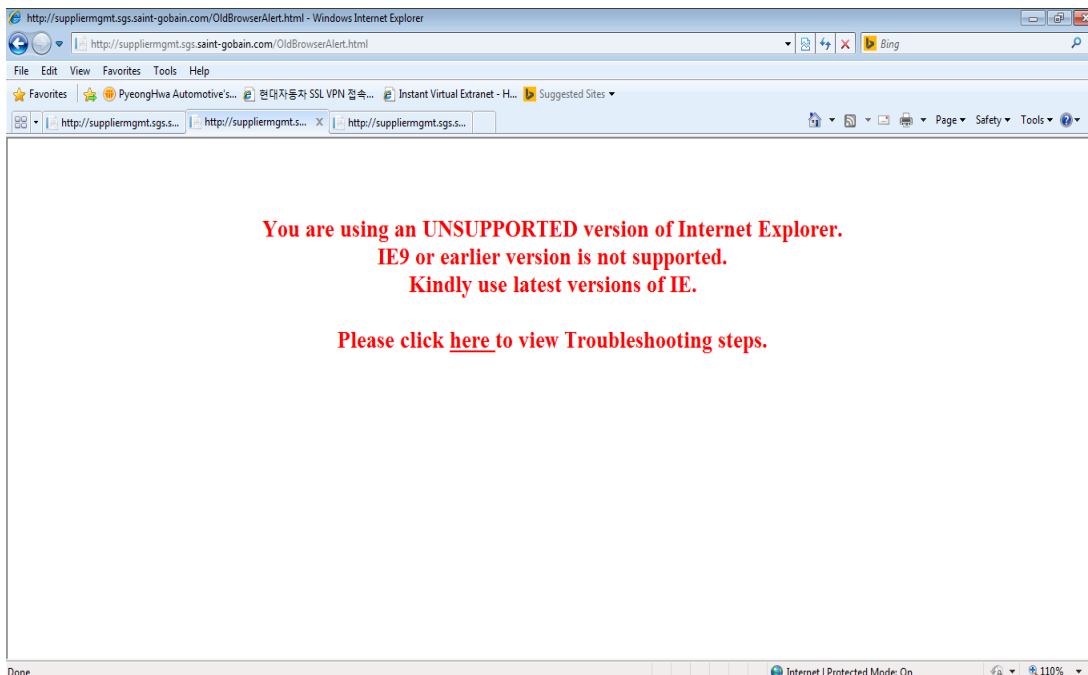
Click on the "Delete" button



Another window will open → here make sure all the below highlighted checkboxes are checked and then click on "Delete" button.

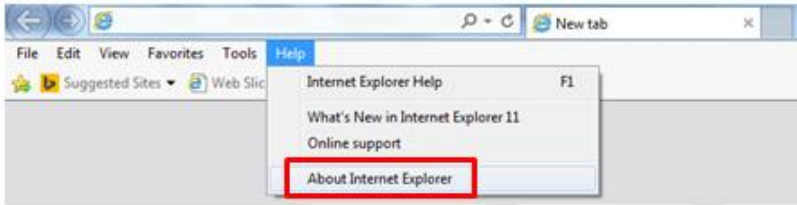


- Step 2 - If above step doesn't work and you receive a message like below then please check the browser version that you are using. Go to Step 3 for that.

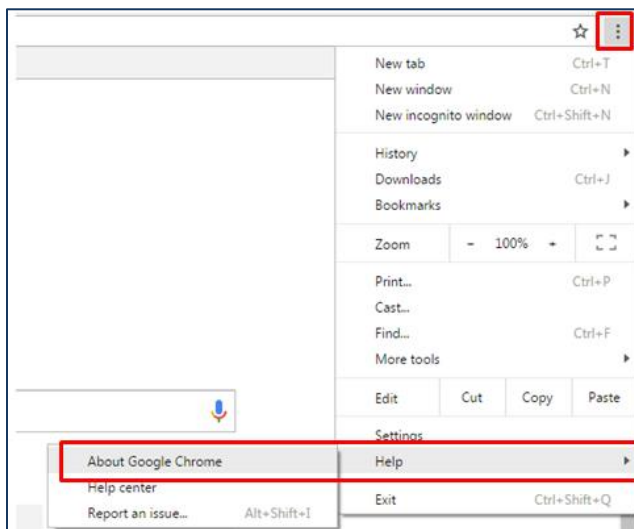


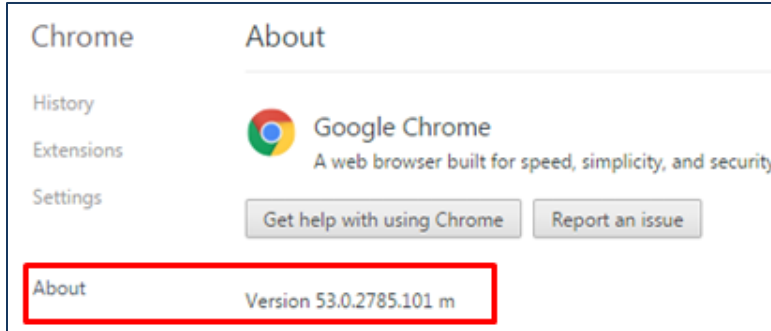
- Step 3 - Ideally, it should be Internet Explorer (i.e. IE10 and above versions).  
Alternatively, you can use the latest versions of Google Chrome/Mozilla Firefox browser.

Go to Internet Explorer → Help → About Internet Explorer



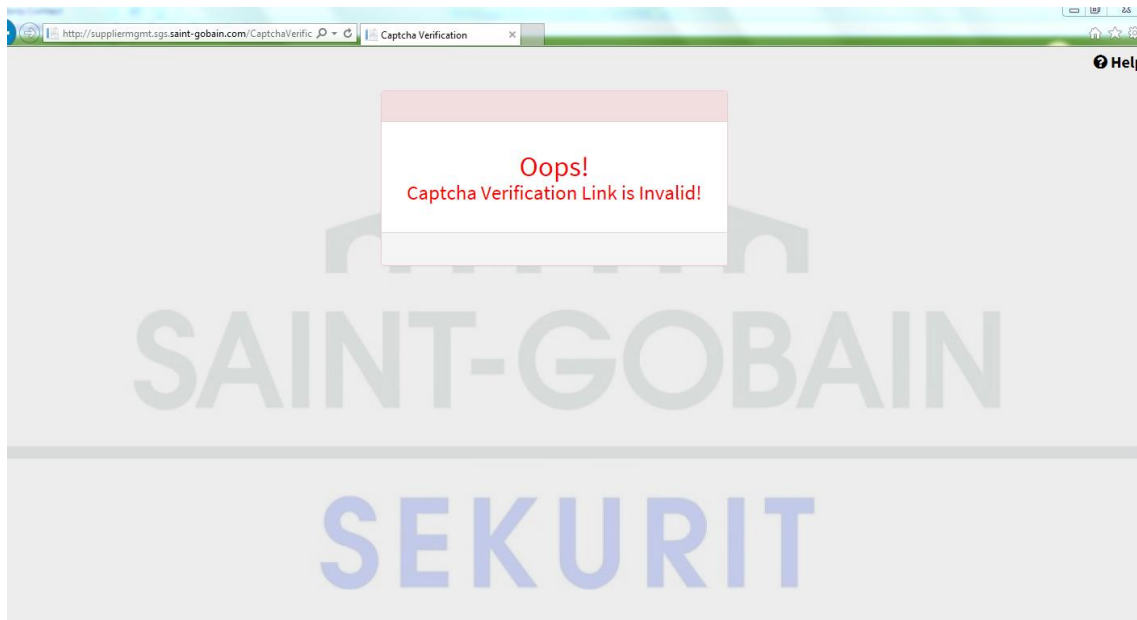
Similar steps to be followed for Google Chrome/Mozilla FireFox





Unlike the **Internet Explorer**, the versions of **Firefox and Chrome** browsers keep changing very frequently, so in this case please contact your local IT/Technical support team to update to the latest versions.

- Step 4 – Once the above steps are done and after clicking on the link if you receive error message like below then,



Check whether the link is complete OR not → you can actually copy paste the full URL mention in the email notification [refer below screenshot].

If you meet some difficulties to access to the audit Form, please copy/paste the full url address <http://suppmang-dev-supplier.im.saint-gobain.com/CaptchaVerification.html?identifybyid=0x01000009AEA922EB81D5D1266125C790FE570FE31B00EA39A8C496AA7A18017B9291087&Piller=SAM> in your web browser.

- Step 5 - If all the above steps are performed and still not able to access the e-tool then please contact your local Supplier Development Managers.