Unable to Log In

Troubleshooting · https://atsfleetmanagement.com/docs/unable-to-log-in/

Description

This issue occurs when a user cannot successfully access the Advanced IFTA platform. Login failures may prevent access to mileage reporting, fuel reporting, exception reports, filing information, and other system features.

Possible Causes

- Incorrect username
- Incorrect password
- Expired user account
- Browser cache issues
- Internet connectivity problems
- User account disabled by administrator

Resolution

1. Verify your username and password.
2. Confirm CAPS LOCK is not enabled.
3. Clear browser cache and cookies.
4. Close and reopen your browser.
5. Try using a supported browser such as Chrome, Edge, or Firefox.
6. Contact your system administrator to verify account status.
7. Use the password reset feature if necessary.