

If you are getting the "SESSION TIMED OUT" error:

The problem is related to your "cookies". Following the instructions below will resolve the problem, allowing you to successfully log onto CareTrain. (Please note, this will clear all the "cookies" stored on your computer.)

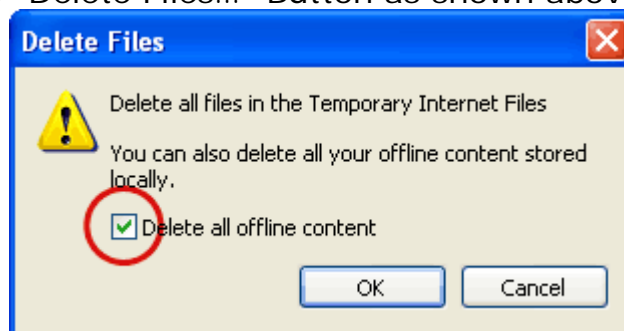
- 1) Make sure you are using Internet Explorer as your Internet Browser
- 2) Open the Internet Explorer window.
- 3) Go to Tools options as shown the figure below



- 4) Under **Tools** go to >> **Internet Options**
- 5) You now have a dialogue box as shown below



- 6) Select the "Delete Cookies..." Button shown above.
- 7) Click OK
- 8) Then select the "Delete Files..." Button as shown above.

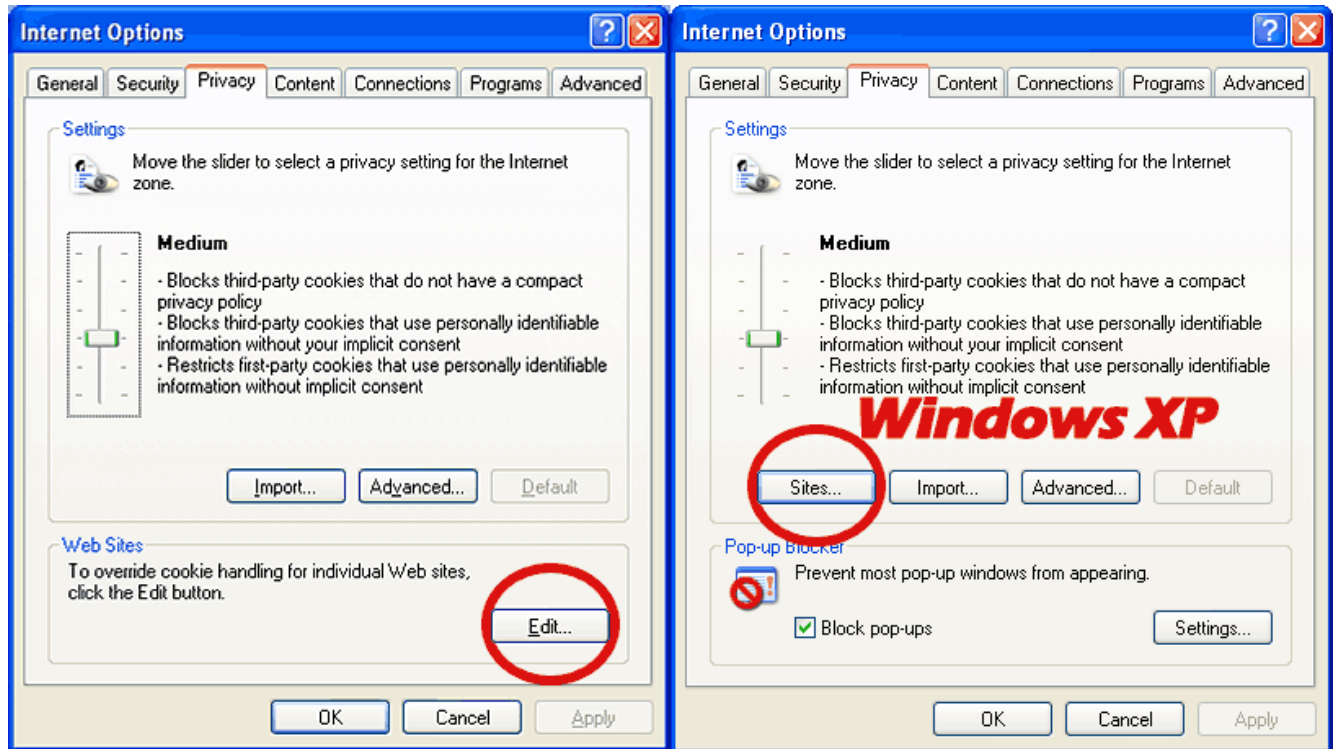


- 9) Place a check in the Delete all offline content box and click OK.
- 10) Close all open internet explorer windows and then re-open internet explorer, go back to www.CareTrain.com and log in again.

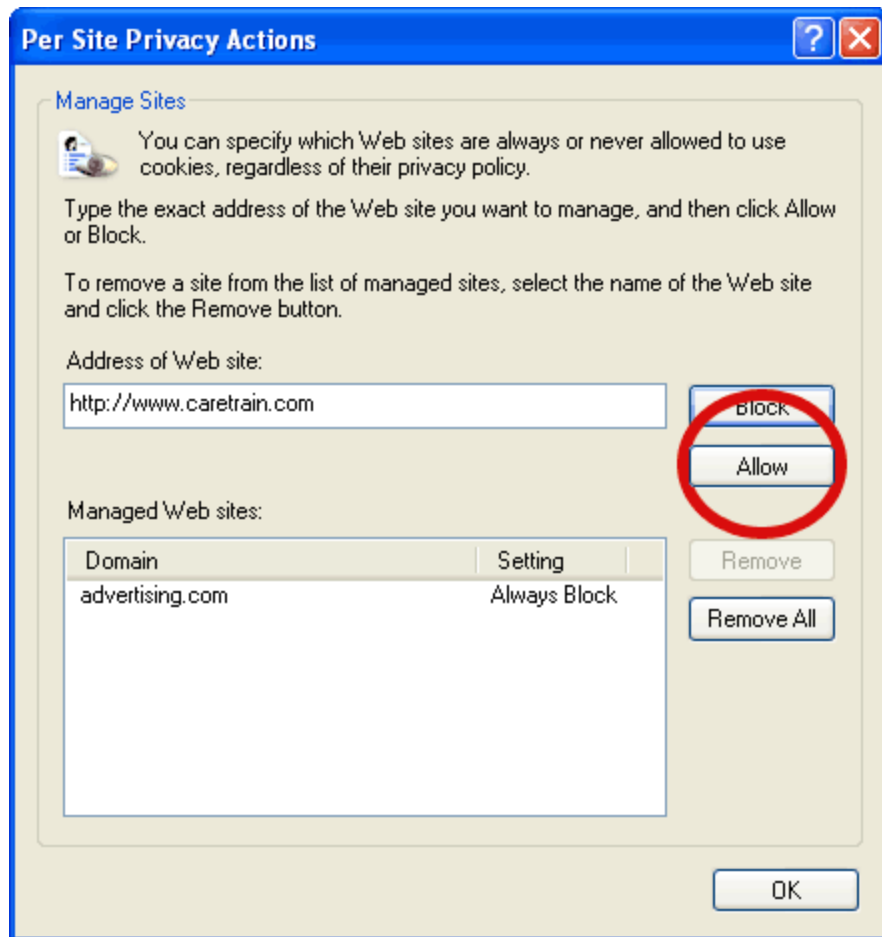
These steps have solved MOST of the problems encountered by users.

If this **does not work** then here are some further steps you can take:

- 1) Go to **tools>>internet options**. Select the **Privacy tab** as shown below.
- 2) If you are using the operating system Windows XP then select **Sites** as shown below-right.
- 2b) If you are using an older operating system than Windows XP then select **Edit** as shown below-left.



12) Enter the address www.caretrain.com as shown below in the Address of Website area and click the ALLOW button.



13) Close all open internet explorer windows and then reopen www.CareTrain.com and log in again.

If you still are encountering difficulty please email us at caretrain@cox.net