

TROUBLESHOOTING

What if I can't LOG IN?

Because CogSpeed is still in the development stage, you may occasionally not be able to login immediately. We we don't want the system to be overloaded or we may be working on modifications to the program.

So, if this happens, or you get an error message like, ERROR - APP DATA NOT AVAILABLE, here's what to do:

GO TO YOUR BROWSER'S SETTING

CLEAR BROWSING DATA:

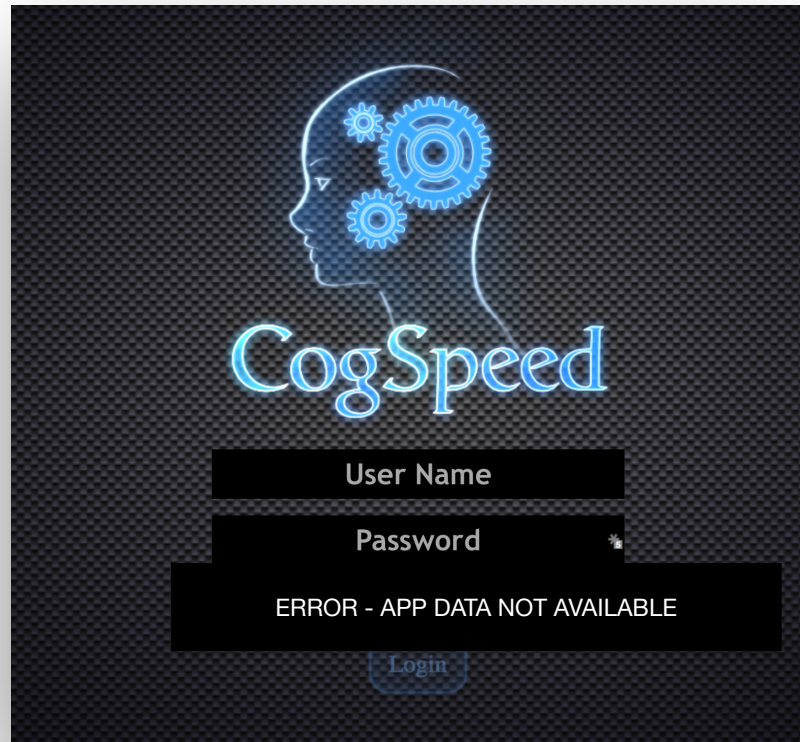
ON A MOBILE DEVICE USING CHROME
CLICK ON THE 3 DOTS IN THE
BROWSER'S UPPER RIGHT

GO TO SETTING >
PRIVACY AND SECURITY

CLEAR CACHED IMAGES AND FILES

ON A MOBILE DEVICE USING SAFARI
GO TO SETTINGS > SAFARI

CLEAR HISTORY AND WEBSITE DATA



For further assistance contact Gray Matter Metrics at support.graymattermetrics.com

or Call 210-867-7172