

Frequently Asked Questions

Does SmartLogin® work with web browsers other than Internet Explorer?

Yes. Internet Explorer is the recommended browser for best use of SmartLogin®. However, SmartLogin® is compatible with Firefox and Google Chrome, but currently you will only see the Desktop Icons.

Can I download SmartLogin® on more than one (1) computer?

Yes. SmartLogin® can be downloaded on as many computers as you like.

Can I download SmartLogin® on a MAC computer?

Currently, SmartLogin® is only compatible with Windows®. We do have plans to release a MAC compatible version very soon.

Will I be able to install SmartLogin® on my work computer?

Yes, so long as your company computer runs on a Windows operating system or network. SmartLogin® is designed to install and work even under tight security restrictions.

Do I need to be the Administrator of my computer to install SmartLogin®?

No. Administrators and Non-Administrators can both download SmartLogin®.

I prefer to clear my Temporary Files, Cookies and History on a regular basis. Will this cause a problem with my SmartLogin®?

No. SmartLogin® does not use cookies so clearing any temporary files, cookies, and history will not affect performance in any way.

Does SmartLogin® create a username and password?

No. You must have a valid login already setup to use during the SmartLogin® setup wizard.

After I download SmartLogin® will I still have to manually enter my username and password anywhere to login?

No. Once you install SmartLogin® with your valid login information you will never have to manually login again. No more usernames and passwords to remember and type in. Just click the SmartLogin® Icon and you're automatically logged in.

I received an invalid login message after downloading the SmartLogin®. What do I need to do?

First, you must have a valid login already setup. If you do, you must have entered the login incorrectly during the SmartLogin® setup wizard. Please re-install again using your correct username and password.

I changed my username or password; will my original SmartLogin® I installed continue to work?

No. If you should ever change your username or password you will need to re-download the SmartLogin® using your new login information during the set up.

After I install SmartLogin® where are the Icons placed on my computer?

For Internet Explorer, the SmartLogin® Icons are placed on your Desktop, Internet Explorer toolbar, and Quick Launch taskbar. For Firefox and Google Chrome, the SmartLogin® Icon is placed on your Desktop. More information on the Icon locations can be found in our "Graphic Displays" documentation.

I downloaded SmartLogin® and don't see the Icon on my Internet Explorer 7 or 8 toolbar. Where can I find it?

For Internet Explorer 7 and 8, the Icon is placed by default in the toolbar dropdown (>>) located on the far right hand side of the page. This is on the same line as the "Home and Print" Icons.

Moving the Icon to a view location on the toolbar is very easy. Help on how to do this is in our "Icon Displays" documentation.

Will there be a SmartLogin® link placed in my browser Favorites?

No.

Can I uninstall SmartLogin®?

Yes. Through the Add/Remove Programs feature of Windows, this is located in the Control Panel. Additional help on how to do this can be found in our "Removal Guide" documentation.