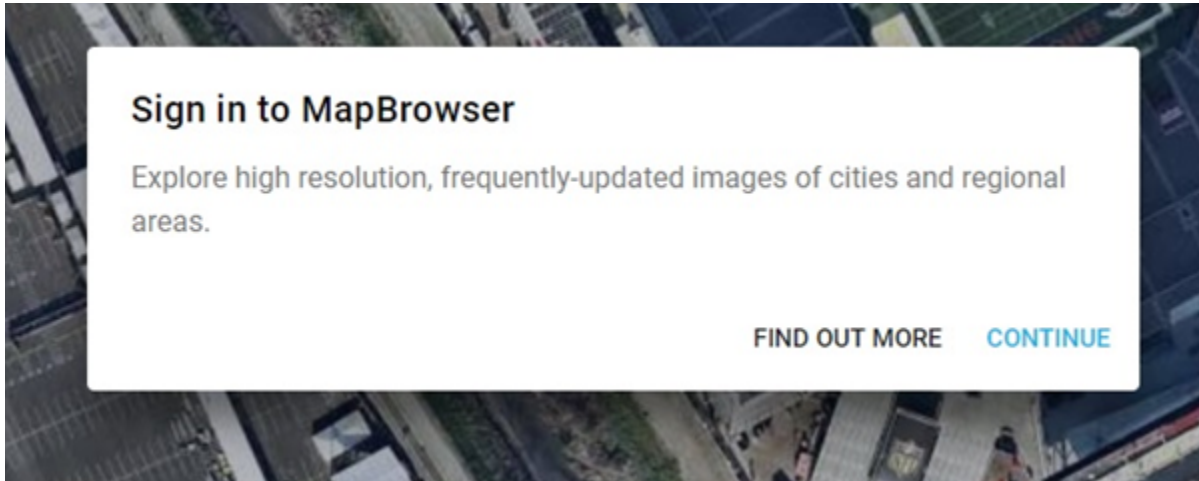


New MapBrowser Login Loop

The Login Loop

Some users are not able to login to the new MapBrowser, and instead they are redirected in a loop.

When these users first visit the [New MapBrowser](#) they get to the following screen:



The users click **CONTINUE** and are then prompted to enter their credentials.

Once their credentials are authenticated they are redirected again to the above "Sign in to MapBrowser" screen. If they click **CONTINUE** again, they will get a "Sign in failed" error.

This sign in error is caused because of the users' system time within their network configuration. If the system time is over an hour and five minutes out, then the users will be unable to be correctly sign in and will instead experience this described login loop.

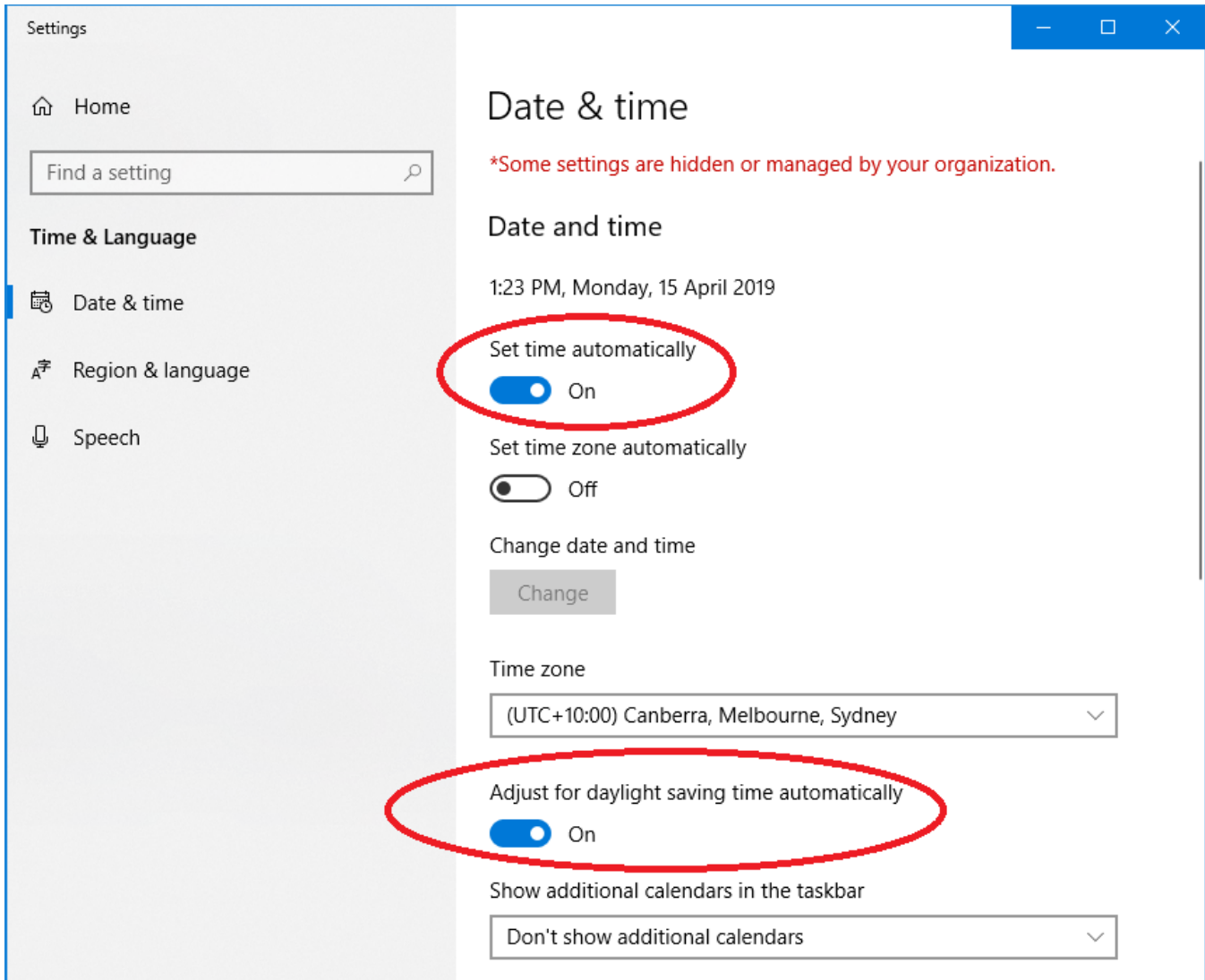
How to Solve the Issue

Adjusting or repairing the system / network time immediately resolves this issue.

First you should try to [Clear Browser Cookies and Cache](#).

Then go to the **Date and time Settings**, and:

- Change the time on your PC
- Make sure that **Set time automatically** is on
- Make sure that **Adjust for daylight saving time automatically** is on



The screenshot shows the Windows Settings application window titled "Settings". The left sidebar is open to "Time & Language" settings, with "Date & time" selected. The main pane is titled "Date & time" and contains the following elements:

- A red notice: **Some settings are hidden or managed by your organization.*
- Current date and time: 1:23 PM, Monday, 15 April 2019
- Set time automatically**: A blue toggle switch is turned on. This entire section is circled in red.
- Set time zone automatically**: A grey toggle switch is turned off.
- Change date and time**: A grey button labeled "Change".
- Time zone**: A dropdown menu showing "(UTC+10:00) Canberra, Melbourne, Sydney".
- Adjust for daylight saving time automatically**: A blue toggle switch is turned on. This entire section is circled in red.
- Show additional calendars in the taskbar**: A dropdown menu showing "Don't show additional calendars".

Refresh your browser, or close the browser and open it again.