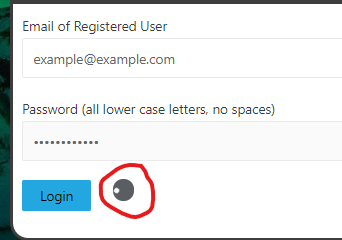
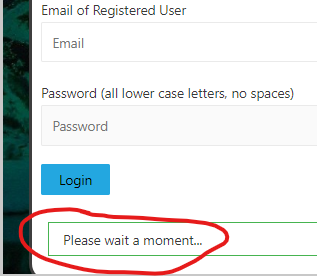
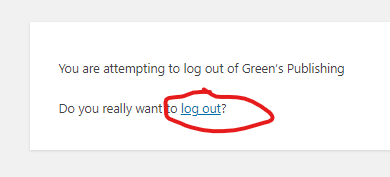
# Can’t Login to Support Area of Website

When trying to login to the Support area of our website, one of the following problems occurs:

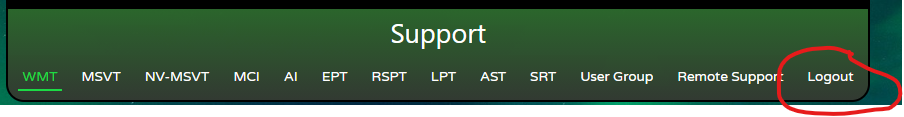
* There is a spinning circle that keeps spinning, but nothing happens
* It says “Please wait a moment” but then nothing happens

**The workaround to solve this problem is:**

* Go to this website: <https://wordmemorytest.com/wp-login.php?action=logout&_wpnonce=b6d20ec199>
* Click on “log out”  
  
* Wait for your web browser to finish the “log out” then it will take you to a different web page
* Go back to the homepage of our Green’s Publishing website (<https://wordmemorytest.com>)
* You should then be able to click on “Support” from the main menu and login normally

**To avoid this problem in the future:**

* Make sure to Log Out of the Support area of our website ***before*** you close your web browser by clicking the “Log Out” item from the Support menu  
  ****