

Customer Portal

How To: Troubleshoot Customer Portal Login Issues

If you are experiencing errors or issues logging into the Customer Portal please try the troubleshoot steps outlined before contacting HRM. We do not lock accounts or limit the number of attempts to login. Most login issues are related to google autofill and google cache issues.

1. Ensure you are using Google Chrome as your browser.
2. Close all browser windows and begin with a fresh browser window.
3. Ensure you are using the correct URL

[Customer Portal Login](#)

4. Ensure you are using the email that was used to create your customer portal account. (note this is different that the Contractors Desk account login from our old system).
5. **Do not use autofill – Type in your username (email) and Password.**

If problems persist,

6. Clear your google cache.
7. Use the 'Forgot Password' link to get set a new password and follow the instructions on that page. It will ask you for the answer of the security question you set during registration.

If you are still facing login issues after trying ALL troubleshooting measures outlined here, contact us at transformation@halifax.ca.