

Trouble logging in?

Here are some quick tips to try if you are having trouble logging in.



Written by eNoteFile Team
Updated over a week ago

There might be a few issues preventing you from logging into eNoteFile on your device:

- [Account activation \(welcome email\)](#).
- [Internet connection/time and date](#)
- [Typo in email](#)
- [Forgotten password](#)
- [Browser cache](#)

Account Activation

If you have not setup a password or activated your account you can [use this link to re-send your activation email](#) (please check your junk folder if not received).

Internet connection/time and date

Check your internet connection is stable (you should be able to access an encrypted site e.g. internet banking).

Check the time and date together with your time zone are set correctly on your device (use Windows Time Sync settings):

Date & time

Current date and time

12:23 PM, Thursday, 18 March 2021

Set the time automatically

On

Set the time zone automatically

Off

Set the date and time manually

Change

Synchronise your clock

Last successful time synchronisation: 18/03/2021 12:22:04 PM

Time server: time.nist.gov

Sync now

Press the Sync now button

Time zone

(UTC+10:00) Canberra, Melbourne, Sydney

Select your correct timezone from the dropdown

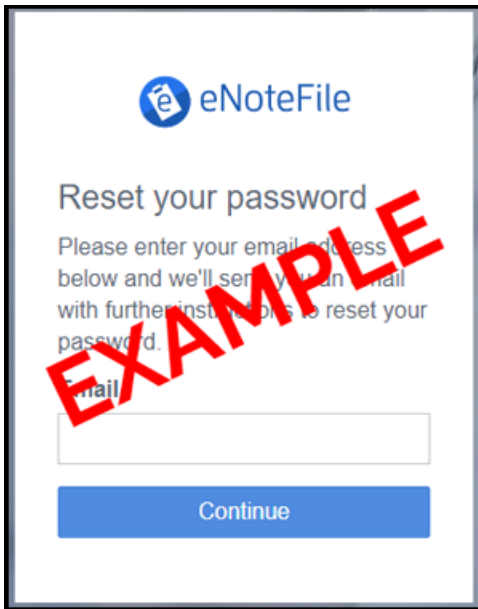
Typo in email

Please check your email address is correct and your account has been activated. Then try logging in again directly via our website: <https://my.enotefile.com/login>.

Reset password

You can use this forgotten password link to reset your password: <https://my.enotefile.com/forgotten-password>.

If you have forgotten your password or the activation email has expired, you can resend the email to complete the steps above. Go to [reset password](#) and enter your email address to try again.



Browser cache

Try saving everything you have open, closing the browser you are in and restarting your device. Then [refresh](#) the page on your browser. You can also try logging in with another [browser](#).

[Need more help? - How to log into eNoteFile?](#)

#reset #password #logon #forgotten #activation #welcome #email