Audiences Unlimited Evaluation Login Troubleshooting

When attempting to log in to the Audiences Unlimited Evaluation form, please do the following:

A. Sign Out of All Google Accounts.

1. Navigate to the Google home page at **www.google.com**.

2. You may see a circle at the top right that has a letter with a colored background or an image. **Even if you do not use Google Accounts on that specific computer, this circle means someone is signed in.** To sign out:

    - Click on the circle.

    - A box will open with a larger version of the circle and a button in the bottom right corner that says, "Sign out." You will need to click that button to log out. **Do not exit the tab or browser. This will not sign you out.**

    - Once you are signed out, you will be returned automatically to the home page.

3. If there is not circle at the top right, but instead has a blue button that says, "Sign In," nobody is logged in, and you may continue.

4. Go to the Audiences Unlimited website at **audiencesunlimited.org** and then click the "Facilities" page.

5. Scroll down the page to select your facility calendar.

6. Input your AUI calendar facility ID and password.

7. Return to the AUI site and, again under the "Facilities" page, click on the Evaluation Form link. You should now be able to gain access.

B. Clear the Cache.

1. If you still cannot gain access and you, or another, have used an account with another site like Yahoo or Bing in the past, you may have to clear the browser cache before continuing. The browser is the program you use to access the internet, and its cache is where your computer saves browsing history and cookies.

2. Depending upon the browser you use (Internet Explorer, Firefox, etc.), there are different ways to do this.

    - In Mozilla Firefox:

        1. Open Firefox.

        2. On your browser toolbar at the top right, tap the 3-line icon.

        3. Choose the "Options" button with the image of a gear.

4. There will be a list on the left hand side. Select "Advanced," which is the bottom option.

5. Across the top of the page, underneath "Advanced," you will see a list of tabs. Select "Network."

6. Find the "Clear Now" button the right side of the page. You should select the one that corresponds to "Cached Web Content." Tap this button.

7. The cache is now cleared.

- In Internet Explorer:

  1. Click the gear image at the top right of your browser toolbar.

  2. Select "Internet Options," which is the second to last option on the list.

  3. A new box will open. Check the tabs at the top to make sure you are in the "General" tab.

  4. Find the section that says, "Browsing History" and select "Delete..."

  5. In the second box that opens, you may wish to uncheck the box that says, "Passwords" in order to retain any passwords you may have saved. When you are finished, click delete.

  6. The cache is now cleared.

- In Google Chrome:

  1. In the top right corner of the browser, on the navigation bar, click the button with three lines.

  2. A menu will appear. Find the "Settings" option, which is third from the bottom of the list.

  3. Scroll to the bottom of the page to find "Advanced Settings" and click it.

  4. Select "Clear Browsing Data" from the Privacy submenu.

  5. Choose "the beginning of time" in the first drop-down menu, then click "Clear Browsing Data."

  6. The cache is now cleared.

3. Continue to the Audiences Unlimited website at **audiencesunlimited.org** and click the "Facilities" page.

4. Scroll down the page to select your facility calendar.

5. Input your AUI calendar facility email and password.

6. Return to the AUI site and, again under the "Facilities" page, click on the Evaluation Form link. You should now be able to gain access.

Please call Ayesha at 260-739-9492 if you continue to have problems.

Thank you.