NEW EXTRANET LOGIN – FAQS

We've seen a couple of common queries coming into the extranet mailbox around the new login process, so we've published them here to ensure you can get logged into the new sites as quickly and easily as possible.

Q. I can't see what information needs to go where on the account activation screen, or the site doesn't look right, what do I need to do?

A. This is what happens when compatibility mode is switched on in Internet Explorer. To fix the problem, simply follow these steps:

1. If you are using Internet Explorer go to Tools (the little cog at the top right hand of the screen) > Compatibility View settings >
2. Remove intrinsicfs.com if it's in the 'Websites you've added to Compatibility View' box.
3. Now refresh the page (press CTRL+ F5, or click on the circular arrow beside the URL)

Q. I can't login to the site, it says account already activated or a similar error message, how do I login?

A. The best fix in this instance is to reset your password to ensure the details are as you wish and there hasn't been an error along the way. To do this, follow these steps:

1. Go to the homepage (https://extranet.intrinsicfs.com/login/)
2. Click on the link under the login box for 'Reset password'
3. Enter your username on the relevant screen
4. Follow the instructions to reset your password in the automated email (should arrive a few minutes after selecting to reset the password)
5. Log back in to https://extranet.intrinsicfs.com/login/

If you still have problems after completing these actions then please email us – extranet@intrinsicfs.com and we'll be in touch to help you get your access up and running.

Please also let us know your thoughts and feedback. The extranet should not be a static resource, and it's only with your feedback that we can continue to improve how the sites work for you and your business.

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