Troubleshooting

General · https://scopematch.com/docs/troubleshooting/

At ScopeMatch, we strive to deliver the best user experience possible. However, there are a few known issues that we're actively working to resolve. Below are some common problems and suggested solutions:

Slow Loading Time During Login

If you're experiencing unusually long load times when logging in, please try the following:

- **Clear your browser cache** to remove any outdated or corrupted data.
- **Use private or incognito mode** to bypass cached data or browser extensions that might interfere.
- **Try a different browser** to rule out browser-specific issues.

Trouble Resetting Your Password

ScopeMatch uses **Microsoft Azure B2C** for authentication and authorization. This means we have limited control over some aspects of the password recovery process. If you're having trouble resetting your password:

1. Ensure all input fields are **completely empty** before entering your email in the Forgot Password page.
2. After entering your email, you should receive a **one-time code**. Make sure to check your spam or junk folder if it doesn't appear.
3. If the issue continues, please contact our support team at **helprequest@scopematch.com**.