QiW login troubleshooting

If you are having problems logging into QiW it may be because you are already logged into another Microsoft account e.g. Hotmail\Outlook.com or another Office 365 account.

A quick way to work around this is to launch a new private browsing window. This won’t use any previously cached accounts and should allow you to login successfully.

The following steps explain how to do this.

**Internet Explorer**

Open Internet Explorer and either press Ctrl+Shift+P or go to the setting icon (shown below), go to Safety then InPrivate Browsing.
Then navigate to www.qiw.wales and login with your secure login details.
Chrome

Open Chrome and either press Ctrl+Shift+N or go to the more icon (dots) and select New incognito window.
Then navigate to www.qiw.wales and login using your secure login details.