



eConnect: Trouble –shooting Guide

Recommendation



For **GREAT** user experience when using eConnect, it is advisable to:

- Update your operating system
- Use the latest / updated version of iOS and Android
- Access eConnect from our website at greateasternlife.com/my

Purpose of this Guide:



This guide is to assist eConnect user to perform self-help and resolve certain error message when using eConnect.

If the issue / error still persist, please contact our eConnect Support Careline at 1-300-1300 88 or email to us at wecare-my@greateasternlife.com.

Our eConnect Support Careline operating hour is from 8.30am to 7.15pm, Monday to Friday except for Public Holiday.

Thank you.

Error message
#1



We did not find any Great Eastern policies or certificates based on the login information provided. Click [here](#) to verify your access to eConnect.

Back to e-Connect

Error message #2
(GELERR025)

We are sorry, we are unable to process your request at the moment. Please consider trying again. If the problem persists, please contact our customer service for further assistance

Error Code: GELERR025

Reason

Multiple session or incomplete previous session

Solution

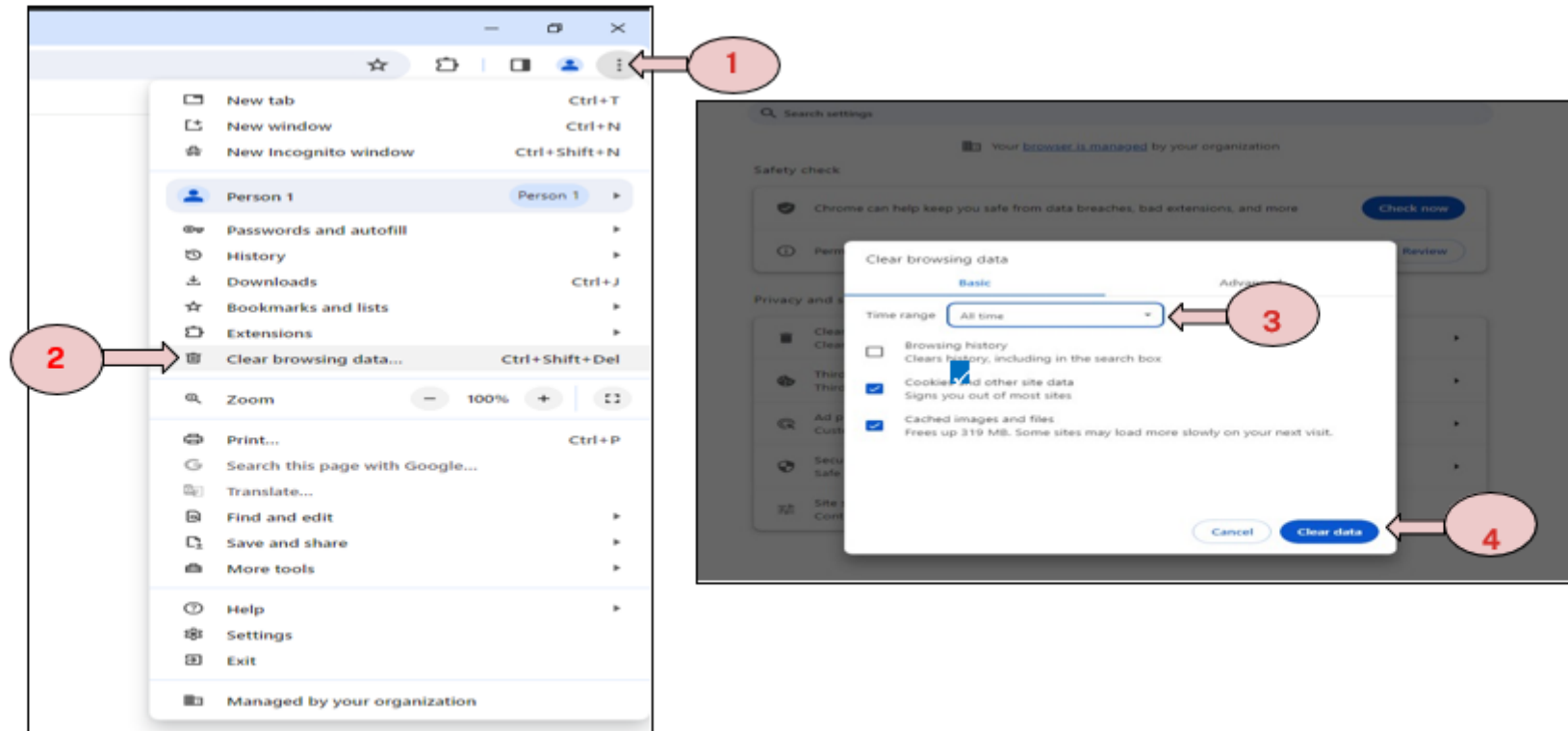
Refer to ‘Guide to clear cache / browsing history’.

Guide to clear cache/ browsing history

Google Chrome for Desktop / Laptop



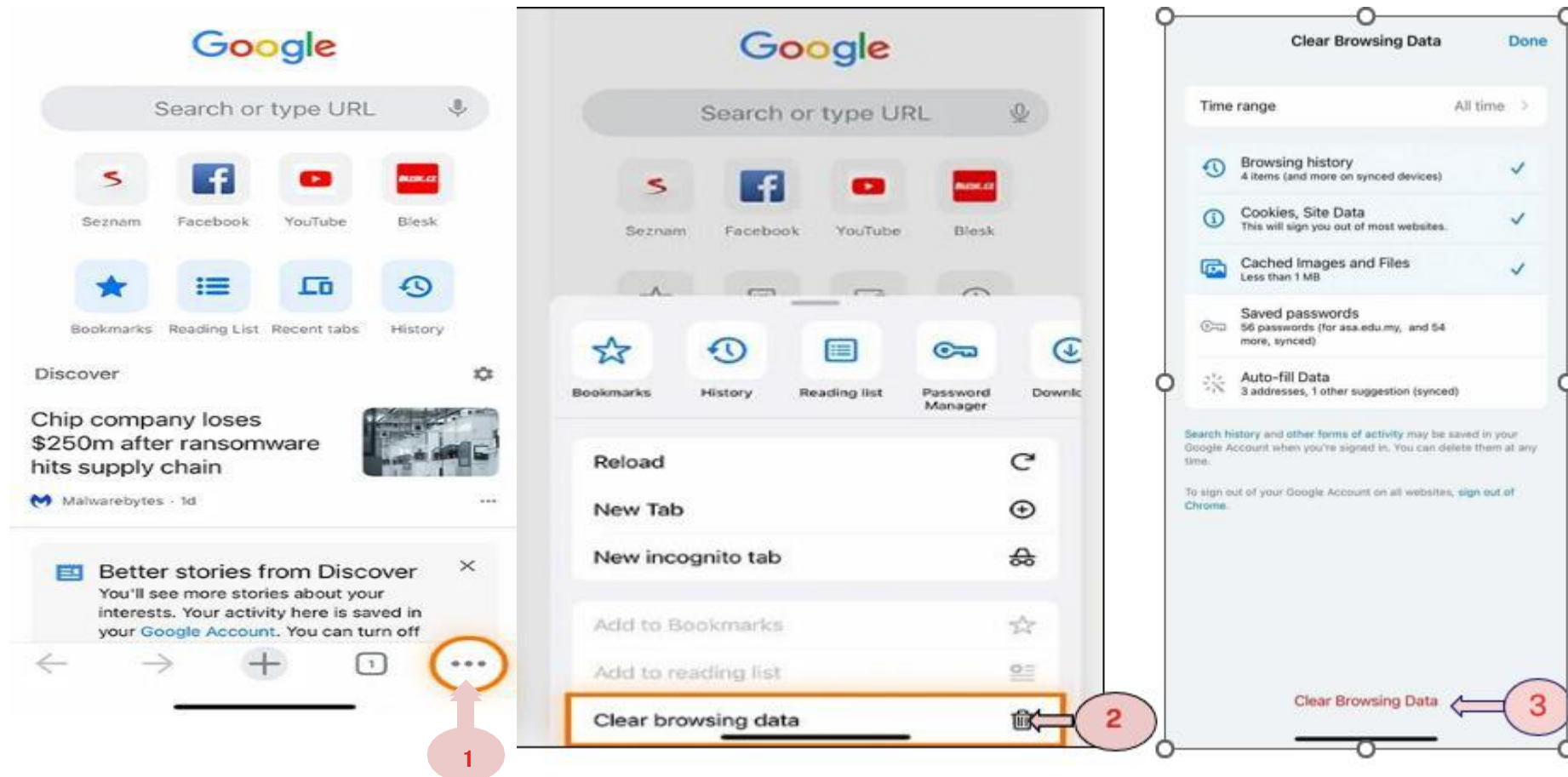
1. Click on **Menu** (icon with three stacked dots).
2. Select **"Clear browsing data"**
3. Ensure **"All time"** selected under Time Range.
4. Click **"Clear Data"**.



Google Chrome for iOS (mobile browser)

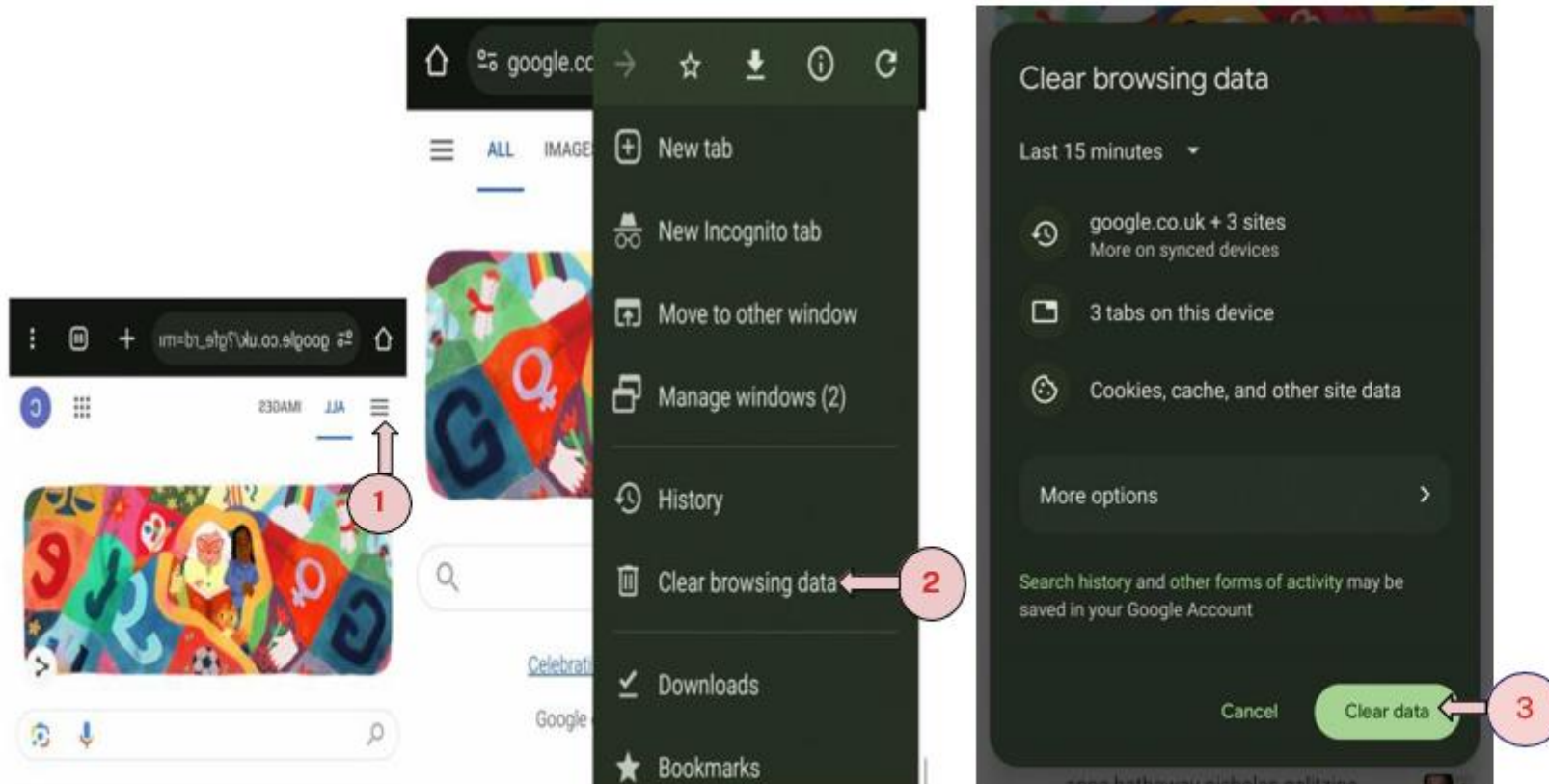


1. Click on **Menu** (icon with three dots)
2. Select “**Clear browsing data**”
3. Click “Clear Browsing Data



Google Chrome for Android (mobile browser)

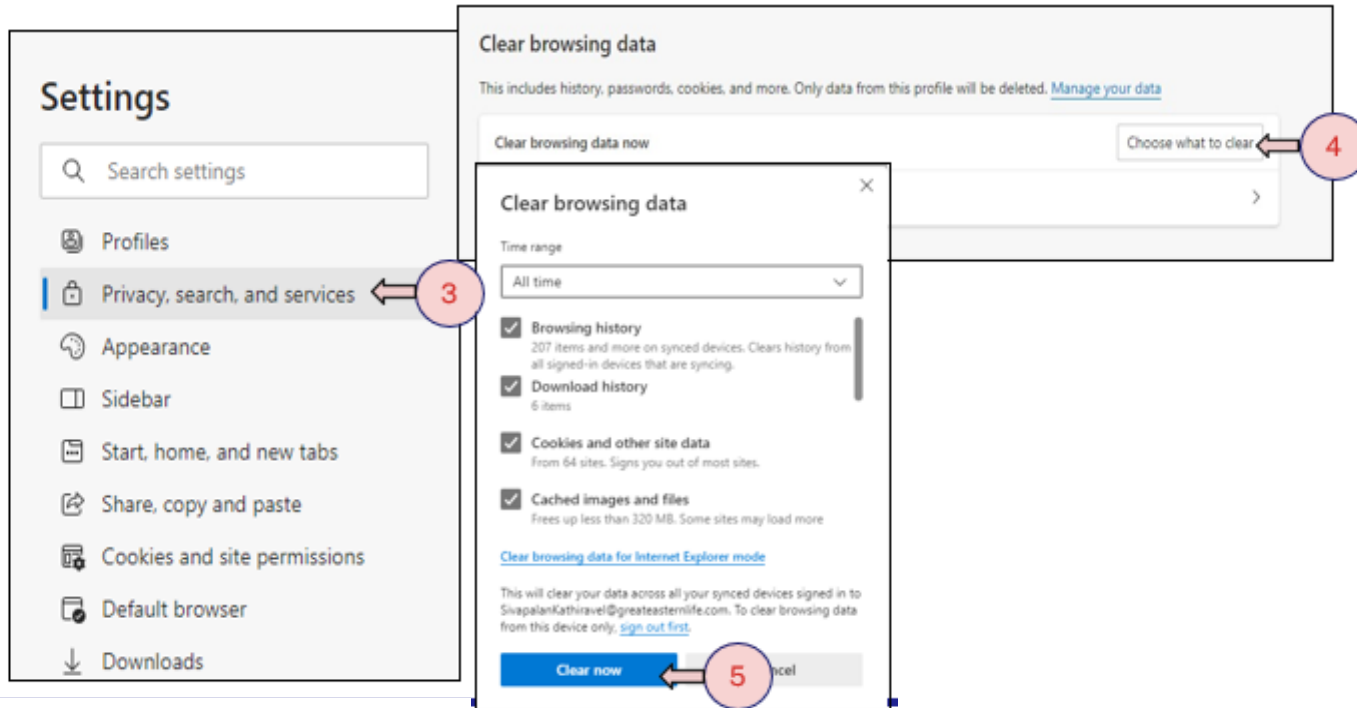
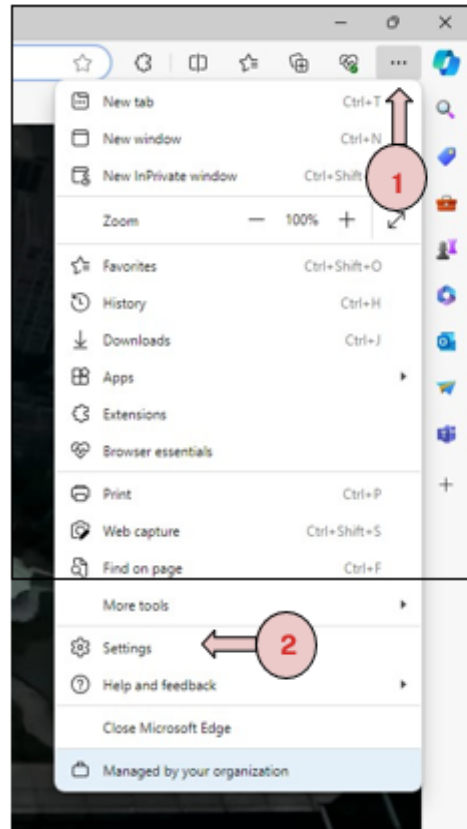
1. Click on **Menu** (icon with three stacked dots)
2. Select “**Clear browsing data**”
3. Click “**Clear data**”



Microsoft Edge browser

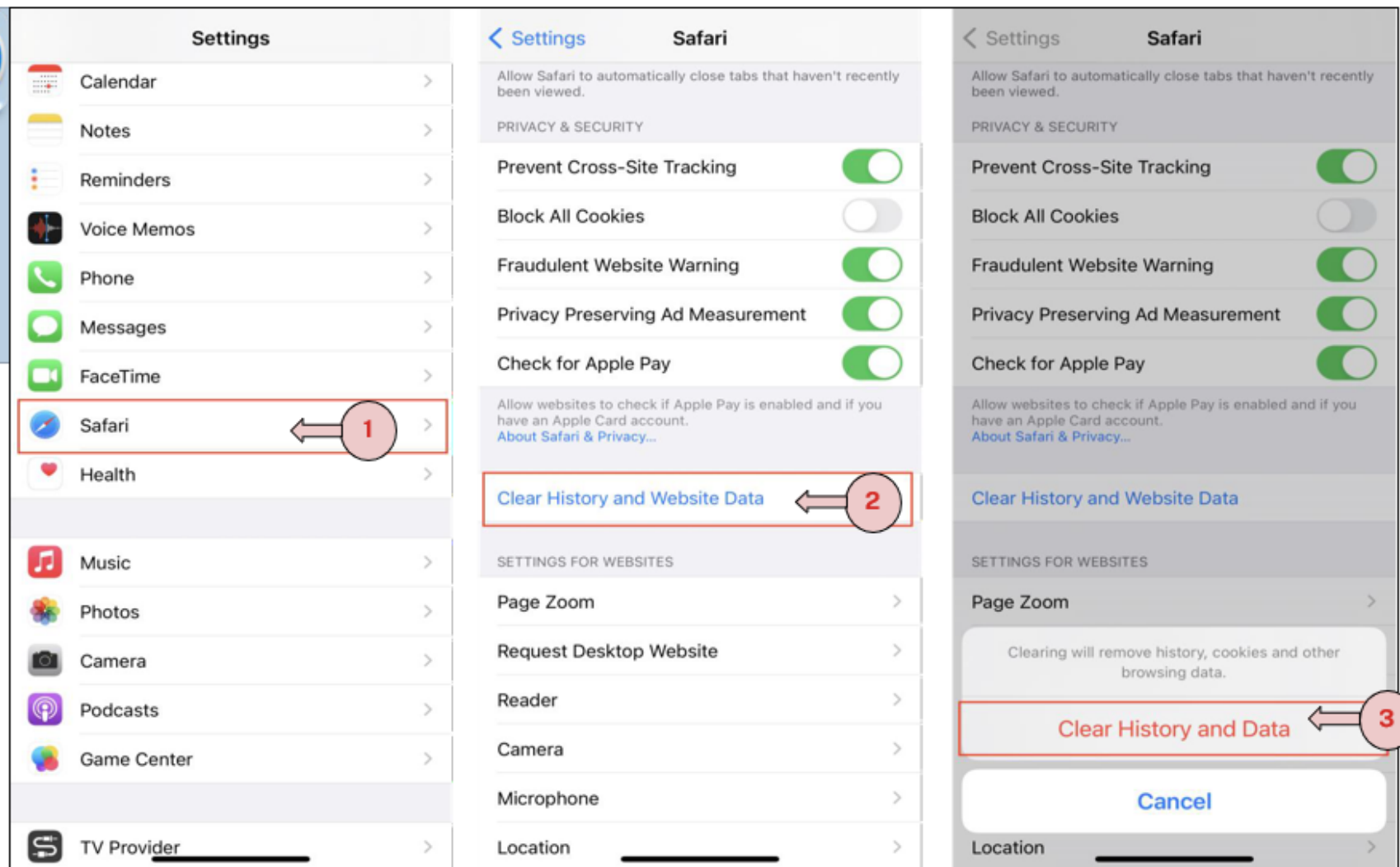
1. Click on **Menu** (icon with three dots)
2. Select **"Settings"**
3. Click on **"Privacy, search and services"**
4. Click on **"Choose what to clear"**
5. Click on **"Clear Now"**

Select **All Time**, from the drop down menu, and ensure all four ticks are selected.



Safari iOS (mobile browser)

1. Click on **“Settings”** and select **“Safari”**
2. Scroll down and click on **“Clear History and Website Data”**
3. Click on **“Clear History and Data”**



Safari Mac Browser (iPad)

1. Click on **“Settings”** and select **“Safari”**
2. Scroll down and click **“Clear History and Website Data”**
3. Click on **“Clear”** button



