# eConnect: Trouble-shooting Guide

Updated: March 2024 (version: 1.0)



# 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 Error message #2 (GELERR025)	We did not find any Great Eastern policies or certificates based on the login information provided. Click here to verify your access to econnect.         Rack to e-Connect.         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

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## **Google Chrome for Desktop / Laptop**



- Click on **Menu** (icon with three stacked dots). 1.
- 2. Select "Clear browsing data"

4. Click "Clear Data".

3. Ensure "All time" selected under Time Range.



## Google Chrome for iOS (mobile browser)



- 1. Click on Menu (icon with three dots)
- 2. Select "Clear browsing data"
- 3. Click "Clear Browsing Data



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# **Google Chrome for Android (mobile browser)**

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



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# **Microsoft Edge browser**

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



Choose what to clear

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	New tab Ctrl+T			Select <b>All Time</b> from the drop down menu and ensure all four tick				
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	e New InPrivate window	Ctrl+Shift 1			_			
	Zoom —	100% +				Clear browsing data		
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81	$\downarrow$ Downloads	Ctrl+J		کے Search settings		Clear browsing data		
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	Extensions		<u>و</u>	aj Promes	4	Time range		
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	ô3 Settings	2)	ſ	Share, copy and paste		Cached images and files		
	⑦ Help and feedback	· ·				Frees up less than 320 MB. Some sites may load more		
	Close Microsoft Edge			Cookies and site permissions		Clear browsing data for Internet Explorer mode		
	Managed by your organizati	ion	6	Default browser		This will clear your data across all your synced devices signed in to SivapalanKathiravel@greateasternlife.com. To clear browsing data from this device only, sign out first.		
			2	↓ Downloads		Clear now 5 ncel		

vn menu, and ensure all four ticks are selected.

# Safari iOS (mobile browser)

1. Click on "Settings" and Settings Settings Safari Settings Safari Allow Safari to automatically close tabs that haven't recently Allow Safari to automatically close tabs that haven't recently ..... select "Safari" Calendar been viewed. been viewed. 2. Scroll down and click on PRIVACY & SECURITY PRIVACY & SECURITY Notes > Prevent Cross-Site Tracking Prevent Cross-Site Tracking "Clear History and Website > Reminders Block All Cookies **Block All Cookies** Data" Voice Memos > Fraudulent Website Warning Fraudulent Website Warning 3. Click on "Clear History and > Phone **Privacy Preserving Ad Measurement** Privacy Preserving Ad Measurement Data" > Messages Check for Apple Pay Check for Apple Pay FaceTime Allow websites to check if Apple Pay is enabled and if you Allow websites to check if Apple Pay is enabled and if you have an Apple Card account. have an Apple Card account. 1 Safari About Safari & Privacy... About Safari & Privacy.. 9 Health **Clear History and Website Data Clear History and Website Data** Music SETTINGS FOR WEBSITES SETTINGS FOR WEBSITES Page Zoom Page Zoom > Photos **Request Desktop Website** > Clearing will remove history, cookies and other > Camera browsing data. Reader > > Podcasts Clear History and Data 5 Camera Game Center Microphone > Cancel 5 **TV** Provider Location > Location

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## 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

