Account button ask me to log again..

Posted by Endar - 2010/03/20 01:50

Hello,
I opened a similar thread yesterday but now is disappeared..

I solved one problem, was my mistake (with shopping cart, to delete items it's necessary to proceed to the checkout, then a red X appear near the items)

I've still the problem that I can't go to my Account..
here a picture of the problem:
http://img168.imageshack.us/img168/2421/accounta.jpg

as you can se, I'm already logged (there is the Log Out option in the top of the page) but when I click "Account", appear a form that ask me to log...
I write the correct username and Password, the form disappear, but I'm still in the home page.
I'm sure that username and password are correct, because if I use a wrong password, I recevie an error for wrong username/password.
I'm using Firefox 3.6, and Windows XP Home SP3.

a last question, I can't see in my shopping cart, the shipping cost..
it's just because I've not filled the information (address) in my Account?
or it's necessary to proceed with the checkout and in the final step, the shipping cost will be showed?

many thanks for your help!

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Re:Account button ask me to log again..

Posted by weaverjk - 2010/03/21 19:50

Same issue.

At first, the site also did not recognize my password. Luckily, I was able to perform a password reset (thanks!) and log in.
Unfortunately, I cannot get to the Account portion of the web site.
Unfortunately, the DF Purchase History is gone. :(

Here's hoping all of the old threads/posts are here somewhere.

JKW

- Nice background for the new web site.
- thank you for posting about this on the TD Forum. :)

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Re:Account button ask me to log again..
Posted by Thod - 2010/03/22 06:53

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I've seen similar off behaviour. Some ways into the Forum seem not to remember that I logged in before - especially if I start from the link in the Forum. It seems to ask for my credentials and then drops me back to the home page without actually getting me logged in.

Logging in from the home page itself seems to work. It's just not my standard way to visit the pages here.

On a different note - I also fished out a reset password notification from my spam folders. If you seem unable to log in at all - check your spam or ask for a reset.

Thod

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Re:Account button ask me to log again..
Posted by KenM - 2010/03/22 15:44

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I am getting the same issues.

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Re:Account button ask me to log again..
Posted by Endar999 - 2010/03/23 07:37

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I've created a completely new account, but I continue to have the same problem.
I can't go to my account..
(with both Firefox 3.6 and IExplorer 7, on Windows XP PRO SP3)

considered that in two days there will be a restock, it would be nice to hear from the dwarvenforge staff, how to solve the problem.

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Re:Account button ask me to log again..
Posted by Endar - 2010/03/24 06:35

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Help :(

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Re:Account button ask me to log again..
Posted by Harneloot - 2010/03/24 08:37

I had the same problem but it seems to have been solved with a password reset.

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Re:Account button ask me to log again..
Posted by Endar - 2010/03/24 08:54

I have already tried with the reset of the password, but didn't work..

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Re:Account button ask me to log again..
Posted by Endar - 2010/03/24 11:10

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ok! I found how to fix the problem.

I've put something in the shopping cart and i went to the checkout,
I proceeded until the site, tell that I have not registered address,name,etc
I filled the form..
then, I went to the home, and now if i click ACCOUNT all seems work, and I don't receive anymore the message to login again.

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Re:Account button ask me to log again..
Posted by HeroQuestFrance - 2010/03/30 05:05

I've changed my password several times it's getting boring.
The remember me option never work on Internet explorer 8 or mozilla.

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Re:Account button ask me to log again..
Posted by jackattack - 2010/03/30 07:01

I have a similar problem when I'm posting sometimes. I am logged in, but when I hit the Submit button it tells me I have to be logged in to post.

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Re:Account button ask me to log again..
Posted by thenorthman - 2010/03/30 14:57

It does not "remember me" on Safari either.

Only life saver for me is Safari has a remember password that I have applied.

Sean

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Re:Account button ask me to log again..

Posted by Harneloot - 2010/03/30 18:25

It doesn't *remember me* on Firefox either.

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