



Hello

Many of you are encountering errors when attempting to log in via mailbox.com or the branded URL **after the new update**. To resolve this issue:

If you have connected multiple accounts - please logout from all the accounts one by one.

**For regular users(using mailbox.com) the easiest way to access it again:**

Navigate to mailbox <https://mailbox.com>, click "Logout" and log in again to the mailboxes, that will solve and fetch the new update.

**For branded users(using a custom brand domain):**

Navigate to <https://securemailway.com> once you are there login to the admin@ account and delete the brand config, then navigate to mailbox <https://mailbox.com>, login to the admin@ account and you will need to create the brand again, here is a quick guide: <https://mailwish.com/guides/how-to-re-brand-mailbox-com/>



How to clear Mailbox cache to be able to re-login

**Manually clear data if the above steps do not work:**

**Google Chrome:**

1) Open **F12**(Console log) to open the Developer tools.

2) Click on the **Application** tab



3) Click **Clear Site Data** to remove old data



Other browsers:

**Firefox:**

Please review the following guide <https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox>

**Internet Explorer:**

Please review the following



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guide <https://community.glik.com/t5/Official-Support-Articles/How-to-Clear-All-Browser-Cache-or-for-specific-site/ta-p/1710298>

**Android Mobile App(Mailbox):**

Please review the following guide <https://mailwish.com/blog/how-to-clear-app-data-on-android/>