

Hello

Many of you are encountering errors when attempting to log in via mailbux.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 mailbux.com) the easiest way to access it again:

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



How to clear Mailbux 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 <u>https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox</u>

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(Mailbux):

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