



Multiple users on a device logging in with Loreto credentials.

Should you be using one device to access multiple logins for Loreto children then you might experience login issues. The device could be remembering the previous account used. Firstly, ensure that you log out/sign out of accounts properly, including Teams or Web based Microsoft 365 accounts. To help with this there are a couple of things to try below.

How to open and InPrivate or Incognito window.

1. Open your Internet Browser
2. In Microsoft Edge or Chrome browser, Click on the three dots **☰** in the top right-hand corner. In Edge choose 'In Private Window' in Chrome choose 'New Incognito Window'
3. In this new window go to www.office.com
4. Log in to this browser with your second account.

[Microsoft online support guide for edge.](#)

[Apple online support for Safari.](#)

How to clear your browsers internet cache.

1. Hold down Shift, then CTRL and Delete on your keyboard.
2. Find the Cached images and files section, click clear or similar.

[Online support guide for different operating systems.](#)