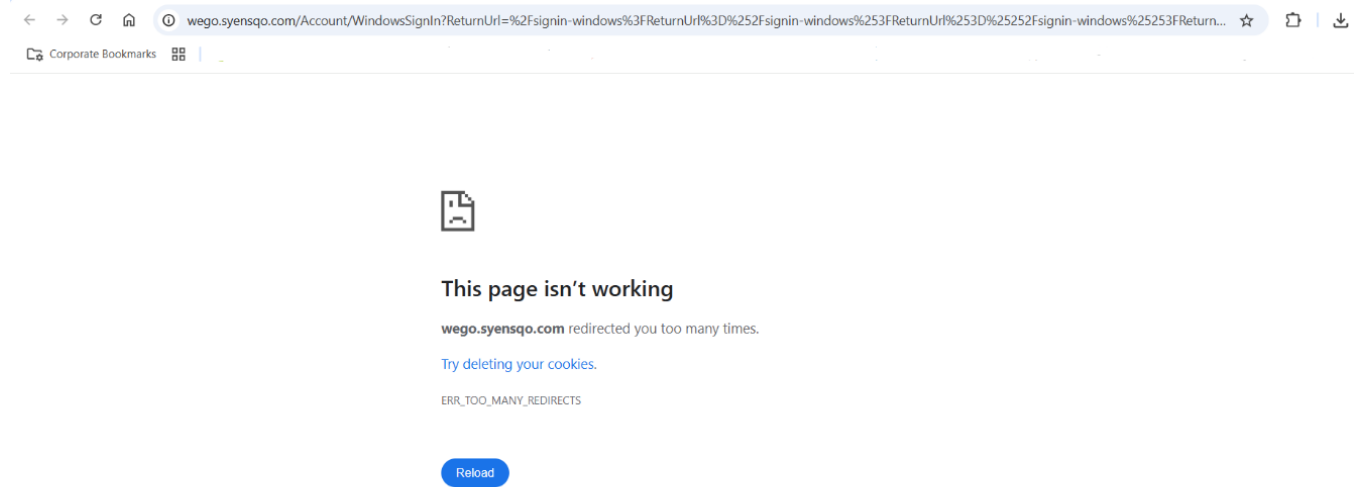


# TROUBLESHOOTING

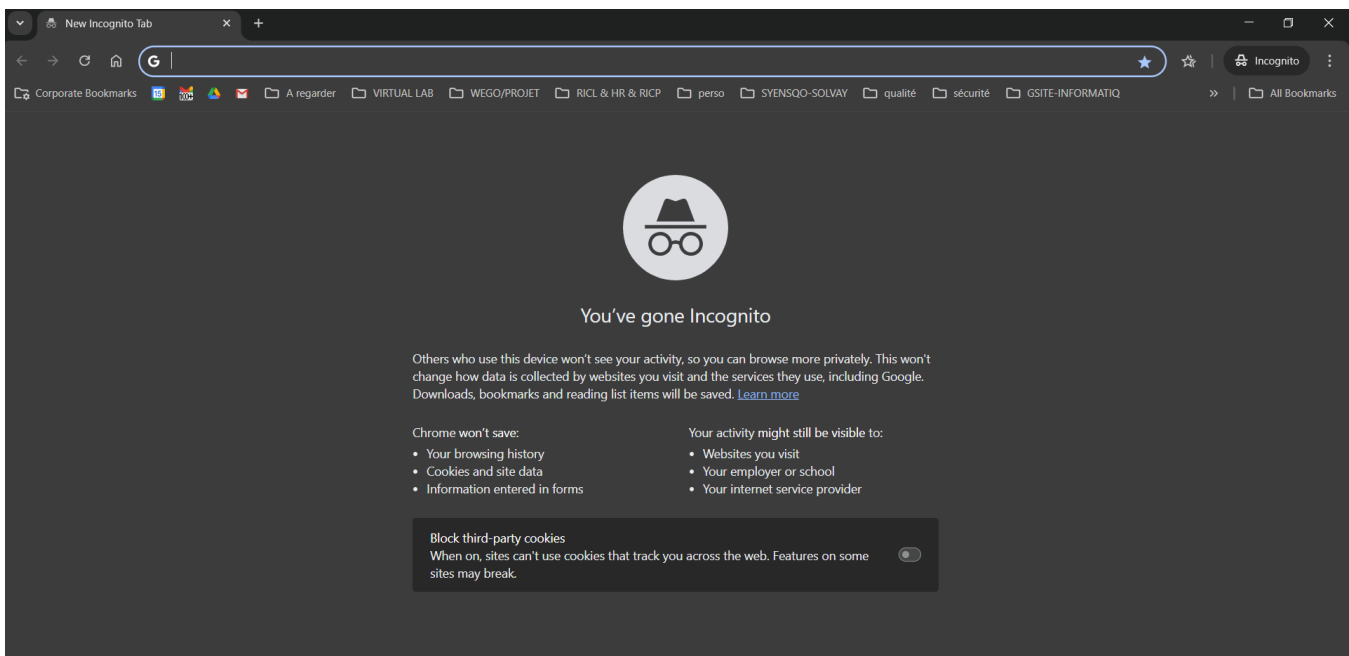
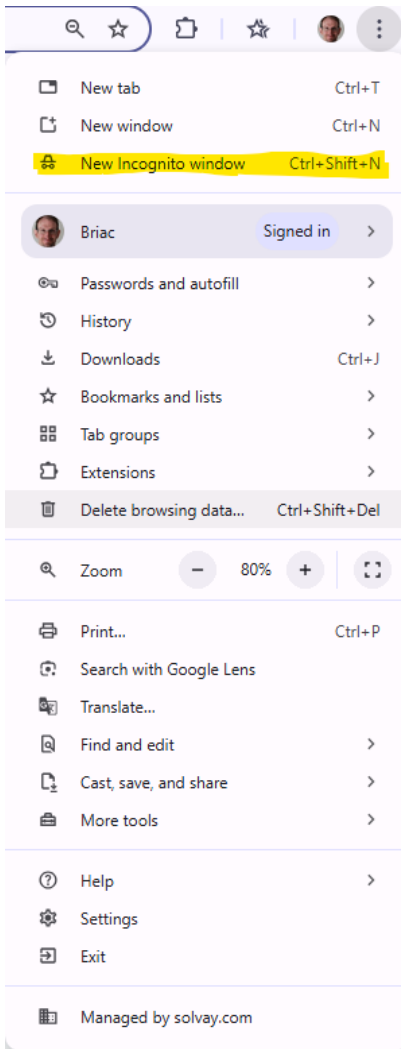
## • Connection troubles

Sometimes when you try to connect to WEGO SYENSQO URL , you may see this page !!!

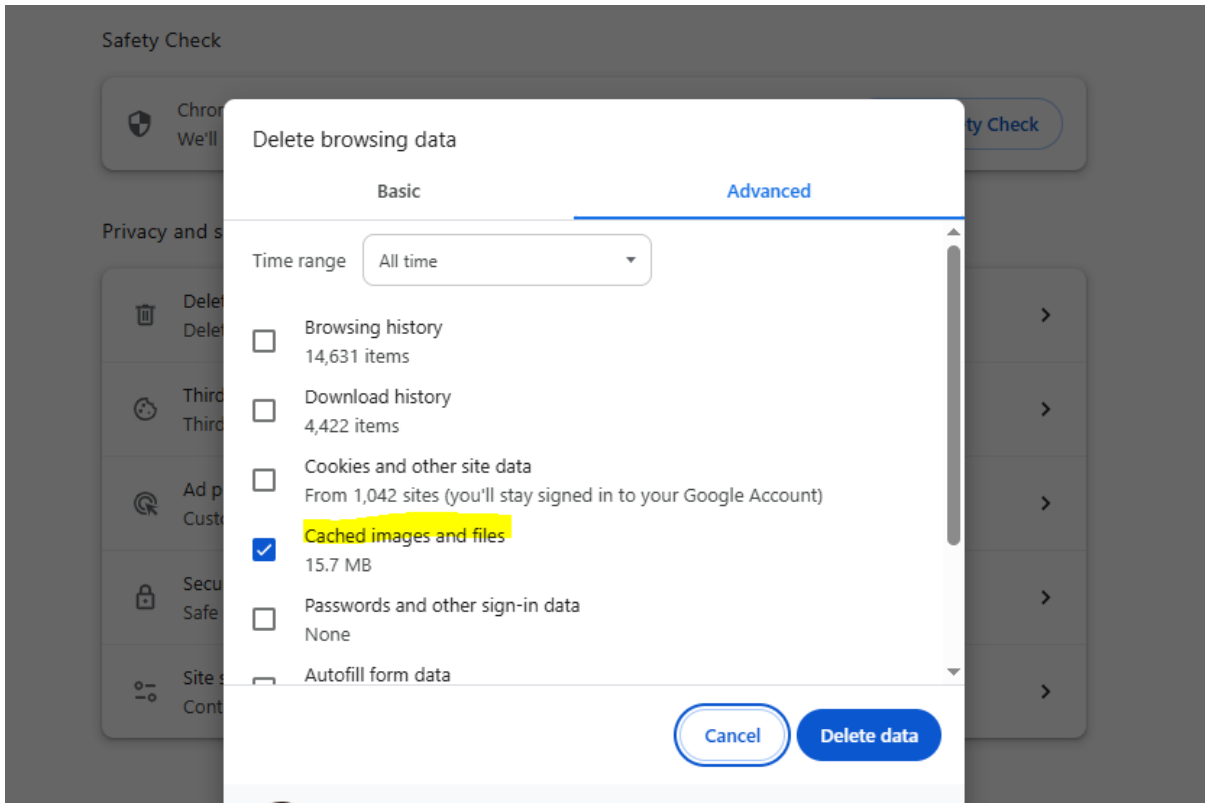
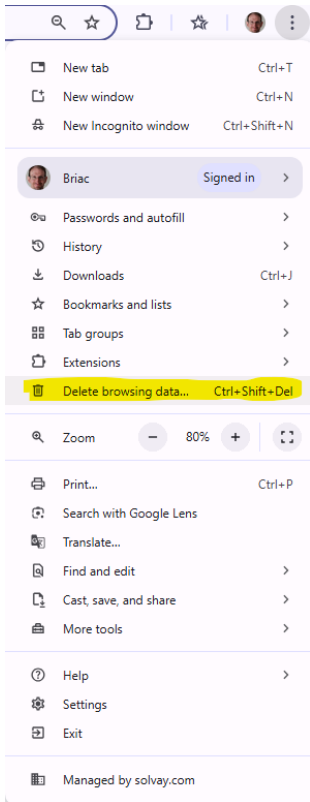


You can find below some tips to help you

- First action, **write** the URL instead of clicking or copy/pasting, it could solve it, then you register it in your favorites
- Secondly, go into the "**INCOGNITO**" mode to check



- Finally, go and delete the "**CACHED IMAGES AND FILES**" (from Delete browsing data)



And restart you computer, it may solved some troubles, if not create a IT ticket

