

Issues with 'New' RLFANS.COM

Whilst the transition to the new system has gone relatively smoothly for most people, some users are experiencing issues with some aspects of RLFANS.COM so we have put together a very short FAQ to assist with the most common issues.

Issue: I cannot log into the new system

Please be aware that we are now case sensitive for usernames and passwords. You need to enter your username exactly as it was when you registered. If it used capital letters in the username these need to be exactly as it was registered.

If you request a reset to your password but don't get the e-mail then first check your trash or spam. If you still can't find it then ensure that you are checking the same email address that you registered with. You can request a change of email (if you no longer have access), or a manual reset of your password, by contacting support@rlfans.com. You may be asked to provide proof of ownership of account if you send the request email from an address which is not the one that your username is registered to. Please provide your username and the email address associated with the account in any contact.

Please note that the system does not allow the registration of more than one username to a single email.

Issue: I get a blank screen occasionally, or an advert obscuring the typing pane, or corruption in the typing pane.

As a first option, try;

- Log out of rlfans.com
- Clear your temporary internet files (cache) on any devices where you are experiencing problems
- Delete any old bookmarks or links to rlfans.com
- Go to rlfans through www.rlfans.com
- Log in again and set up your links and bookmarks.

If you are still having issues then please contact support@rlfans.com with details on your device, browser and operating system along with screenshots which demonstrate the problem that you are having.