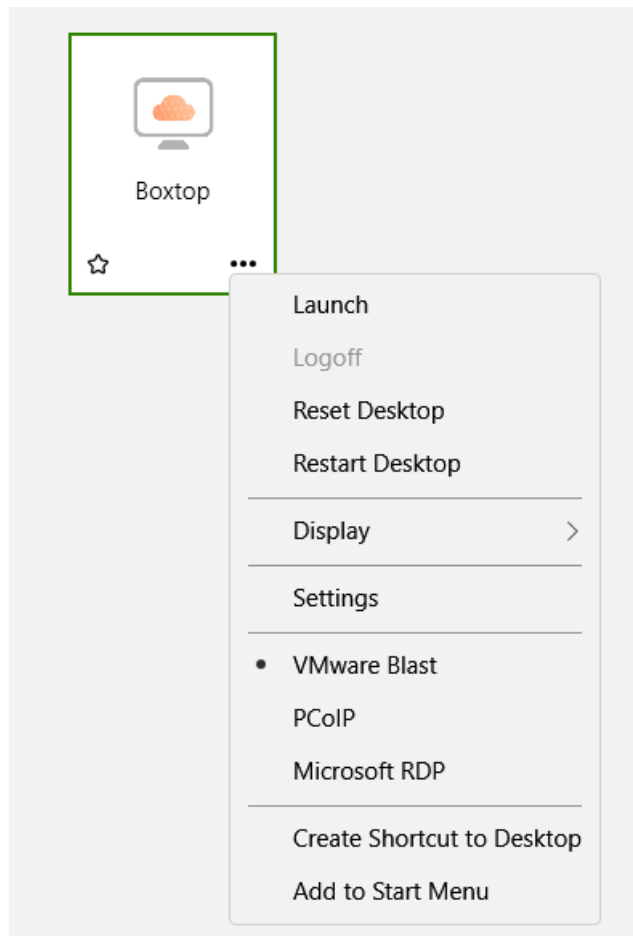


Log in Troubleshooting

05/10/2024 9:57 am EDT

If you are having trouble logging in, please try the following:

1. Make sure your device has internet connection.
2. Confirm your company's server online status at {your domain}.goboxtop.com. For example, for johndoe@tabush.com, it will be "tabush.goboxtop.com"
3. If you are able to get past the login window (username/password) but are unable to load Boxtop after double-clicking:



Note: This step will reboot your Boxtop and unsaved work may be lost in the process.

1. Click the three dots in the Boxtop icon.
2. Select Restart Desktop.
3. Wait about one minute and try to log in again.
4. If you are still unable to log in, try step 2 again, but click Reset Desktop this time.
5. Wait about one minute and try to log in again.

Need More Help? [Click Here](#)
