

Troubleshooting

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Connection

Password field disabled

Make sure to check *You agree to CIGP's Terms and Conditions* to enable the password field.

Password forgotten

Click on *Forgot your password?* under the password field and follow the instructions. You will need to verify your registered email address and your 2FA device to complete the reset process. Please refer to [this page](#) for detailed instructions.

Invalid code from the 2FA device

Ensure that you use the **6 digits code** for the **CIGP EPlatform entry** in your authenticator app, especially if you have configured many codes for different systems.

It is also recommended to wait a few seconds after inputting the code and pressing "verify": the verification of the code happens in the background and during that time it may look like the page is not doing anything and you may attempt to press "verify" again, which will cause the process to fail.

A code may only be used once, so if a new verification is needed it is necessary to wait until the current code expires and is replaced by a new one.

Need to re-register the 2FA device or register a new one

Please reach out to your relationship manager to register your 2FA device again or to register a new one.

Need to update your registered email address

Please reach out to your relationship manager to update your registered email address.

Content

Profile configuration in progress

It may take a few hours after you receive your credentials before your account is fully configured. During that time you may see the following warning message after logging in:

“ The configuration of your profile is in progress.

Please try again later or contact your relationship manager if the issue persists.

Please reach out to your relationship manager if the message persists for more than a day.

Empty holdings or transactions pages

If the holdings and/or transactions pages appear empty (with a message *No records to display*) after logging in, verify that you have selected a valid portfolio and as of date in the upper right corner. If that is the case, please refresh the page by pressing F5 (on desktop) or "pull to refresh" (on mobile).

Please reach out to your relationship manager with a screenshot of the application if the issue persists.

Page stuck on "Initializing the application..."

If the page remains stuck on *Initializing the application...* and the loading indicator doesn't move after one or two minutes, try to clear the cache of your web browser with the instructions below. Alternatively, you may try from another web browser or from a private window.

Please reach out to it-support@cigp.com if the issue persists after clearing the cache.

Microsoft Edge:

1. Open Edge and click on the three dots (menu) in the top-right corner.
2. Select Settings.
3. Go to Cookies and site permissions.
4. Click on Manage and delete cookies and site data.
5. Select See all cookies and site data.
6. Use the search bar to find **cigp.com**.
7. Click on the arrow next to the site name to expand the details.
8. Click the trash bin icon to delete the data for that site.

Google Chrome:

1. Open Chrome and click on the three dots (menu) in the top-right corner.
2. Select Settings.
3. Go to Privacy and security.
4. Click on Cookies and other site data.
5. Scroll down and click on See all site data and permissions.
6. Use the search bar to find **cigp.com**.
7. Click on the trash bin icon next to the site name to delete its data

Safari (iOS):

1. Open the Settings app.
2. Scroll down and tap on Safari.
3. Tap on Advanced at the bottom.
4. Tap on Website Data.
5. Use the search bar to find cigp.com
6. Swipe left on the site name and tap Delete to clear the cache for that site.

Safari (Mac):

1. Open Safari and click on Safari in the top menu bar.
2. Select Preferences.
3. Go to the Privacy tab.
4. Click on Manage Website Data.
5. Use the search bar to find cigp.com
6. Select the site and click Remove to clear the cache for that site