Prestigious Textiles
Trade Orders Website Troubleshooting Guide

If you are having problems logging into or using the site, the following steps may help:

You may like to print this guide and keep for future reference.

Double-check your password

When new accounts are created, a password is generated automatically using randomly selected letters and numbers. As the password field is case sensitive, please ensure your password is entered using the correct upper and lower-case characters. If you wish, your password can be changed to a more memorable word, phrase or code upon logging into your account. If you have already changed your password and are still having problems, please make sure CAPS-LOCK is not enabled by mistake on your keyboard.

Check your default web browser settings

Although the Trade Orders Website is compatible with most web browsers, we recommend using either Microsoft Internet Explorer, Mozilla Firefox, Google Chrome or Apple Safari.

These browsers can be identified by these logos:

Internet Explorer: Mozilla Firefox:

Google Chrome: Apple Safari:

You can check your default browser settings in the Windows Control Panel, under Internet Options, on the Programs tab.
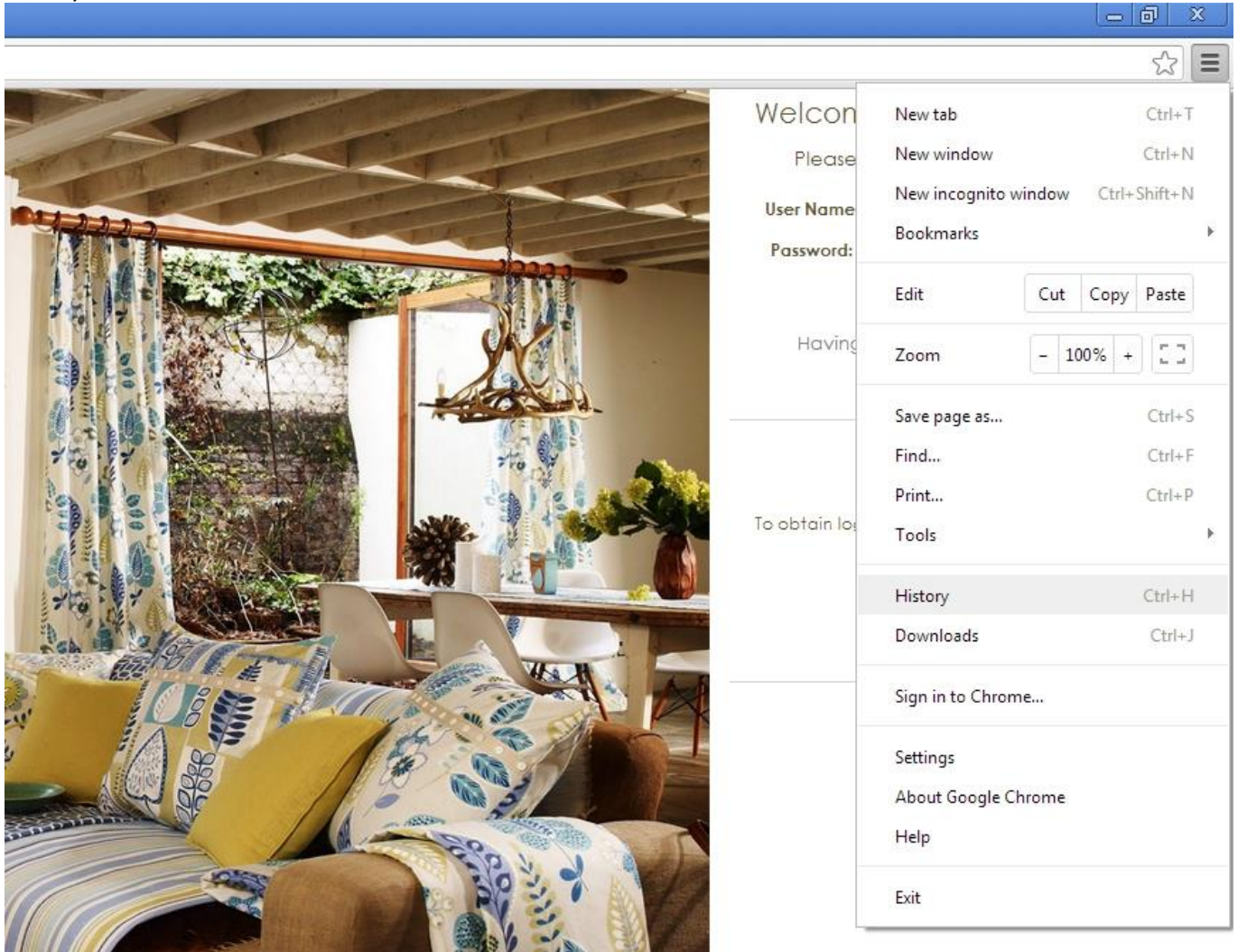
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Clear your temporary internet files and cookies

These instructions are for **Google Chrome** users.

In Chrome, click the 'Settings' icon (3 horizontal lines) at the top right hand corner of the screen, then click 'History'.

The following menu will appear. Click on 'Clear browsing data…'

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From the drop down menu, choose "the beginning of time", and make sure all check boxes are ticked. Then click 'Clear browsing data' again.

When this menu disappears, your history is cleared. Please close and re-open Firefox, then try the website again.

Restart your computer

If none of the above steps fix your problem, please shut down and restart your computer, then try the website again.

Contact Us

If you still cannot access the site after all of the above, please call us on **01274 688448** and we will be happy to assist you.