

Troubleshooting Access Issues with Bromley Emergency Courses' Online Resources

We understand that occasional technical issues can arise when accessing our online resources. Below are common problems and step-by-step solutions to help you regain access quickly.

1. Check That You Are Logged In and Verify Your Login Details

Ensure you are using the correct login credentials:

- Check that you are logged into your account. You can do so here: <https://www.bromleyemergency.com/my-account/subscriptions/>
- Double-check the email address you used when subscribing or booking a course.
- If you have multiple email accounts, try each one you typically use.
- If you've forgotten your login details, use the "**Lost Your Password?**" feature on the login page.
- If you're still unsure, contact us to confirm your login details.

2. Check Your Access Rights

Access is limited to the content you have registered for:

- **Monthly Subscription:** You will have access to MRCEM & FRCEM content, PLAB 2, and Core Ultrasound videos. Emergency Radiology and Specialised Ultrasound Videos are **not** included.
- **Course Registration:** You will only be able to access content related to the specific course you registered for.

Note:

Depending on when you booked a course, you may have different access durations:

- **Initial Policy:** 3 months of free access upon booking a course.
- **Current Policy:** 6 months of free access.
If you booked under the older policy, we can extend your access to the full 6 months. Contact us at info@bromleyemergency.com to request an extension.

3. Clear Cache and Cookies

Browser cache and cookies can cause login or access issues. Here's how to resolve this:

For web browsers (Chrome, Firefox, Safari, etc.):

1. Open your browser and click the three-dot menu in the top-right corner.
2. Go to **Settings > Privacy and Security > Clear Browsing Data**.
3. Choose **Cookies and other site data** and **Cached images and files**, then click **Clear data**.
4. After clearing the cache and cookies, restart your browser and try logging in again.

For the mobile app:

- **Android:** Go to **Settings > Apps > Select the App > Storage > Clear Cache**.
- **Apple:** Delete and reinstall the app to remove cache.

4. Check Your Internet Connection

Ensure you have a stable internet connection. Try switching to a different network (Wi-Fi or mobile data) if you're on a work network, which may have restrictions.

5. Try a Different Browser or Device

- **For web browsers:** Try switching to another browser (e.g., Chrome, Firefox, Safari, Edge, etc.).
- **For the mobile app:** Fully close the app and reopen it (don't just exit it from the screen).

6. Contact Support for Further Assistance

If you've tried all of the above and still cannot log in or access resources, please contact us for further support:

- **Email:** info@bromleyemergency.com
- **Phone:** +44 (0) 2079 988 588
- **Support Hours:** Monday to Friday, 9:00 am to 5:00 pm (UK time)

Please include a screenshot of the issue you're encountering if possible. We appreciate your patience and are committed to resolving your issues as quickly as possible.