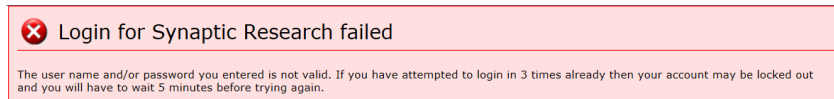


# I can't log into Synaptic Product & Fund Research - Why?

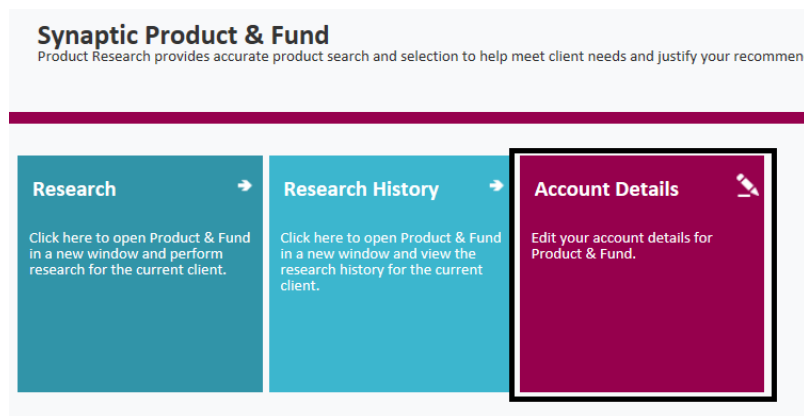
Last Modified on 10/01/2024 12:36 pm GMT

Common issues which may occur when logging into Synaptic Product & Fund research Research:-

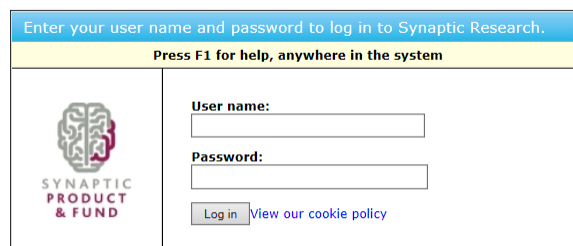
- When clicking through to Synaptic Product and Fund Research through the synaptic suite, you receive a error:



This indicates your username and/or password is incorrect within the Account Details tile, which can be found with the Synaptic Suite> Product & Fund tab.



- You have clicked into 'Research' or 'Research History' tile within the Product & Fund tab and it does not log you directly into the software, instead taking you to the logon screen below:

A screenshot of the Synaptic Research login screen. At the top, it says "Enter your user name and password to log in to Synaptic Research." Below this is a yellow bar with the text "Press F1 for help, anywhere in the system". The main area contains the Synaptic Product & Fund logo on the left and a login form on the right. The form has fields for "User name:" and "Password:", a "Log in" button, and a link to "View our cookie policy".

You have not added your username and password into the 'Account Details' tile within the Synaptic Suite> Product & Fund.

- You have forgotten your user name and/or password. Your firm's Synaptic Administrator can reset your password for you. Alternatively, our Application Support team can also do this.
- Please be aware that for security reasons you only get 3 attempts to enter these details. We recommend that on the first attempt, you check that the 'NumLock' light is on and the 'Caps

Lock' light is off.

- After 3 failed attempts the system will then lock your account for 5 minutes which cannot be overridden. You must wait the 5 minutes before you can attempt to logon again, if you keep attempting to logon during this period the system will reset to 30 minutes.
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