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## Login page not available

Cristi - 2015-09-03 - in SafeNet

**Problem:** *You are unable to access the application*

**Backup Link:** SafeNet4 Client Login <http://backup.safenet.safemobile.com/>

**Solution:**

Please use the backup link included above. Make sure you are making a regular http call, not https. If you have a custom login page, use the path after the site name as it is.

You can also try flushing your DNS, [see this article](#).

For DNS issues try accessing the following links:

**SafeNet4 Client Login** address without DNS: <http://52.7.67.54/>

Old interface available at:

**SafeNet300:** <http://safenet300.elasticbeanstalk.com>.

Sometimes, especially after an update, you may need to clear your browser cache and load a fresh copy of the application. Follow the links below to do that for your preferred browser:

- for Firefox: <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>
- for Chrome: <https://support.google.com/chrome/answer/95582?hl=en>
- for Safari: <https://discussions.apple.com/thread/4448839?tstart=0>
- for Opera: <http://help.opera.com/Windows/12.10/en/cache.html>
- for Internet Explorer: <https://kb.wisc.edu/page.php?id=15141>

**NOTE!** SafeNet is no longer supported under Internet Explorer 9 and below.

Thank you.