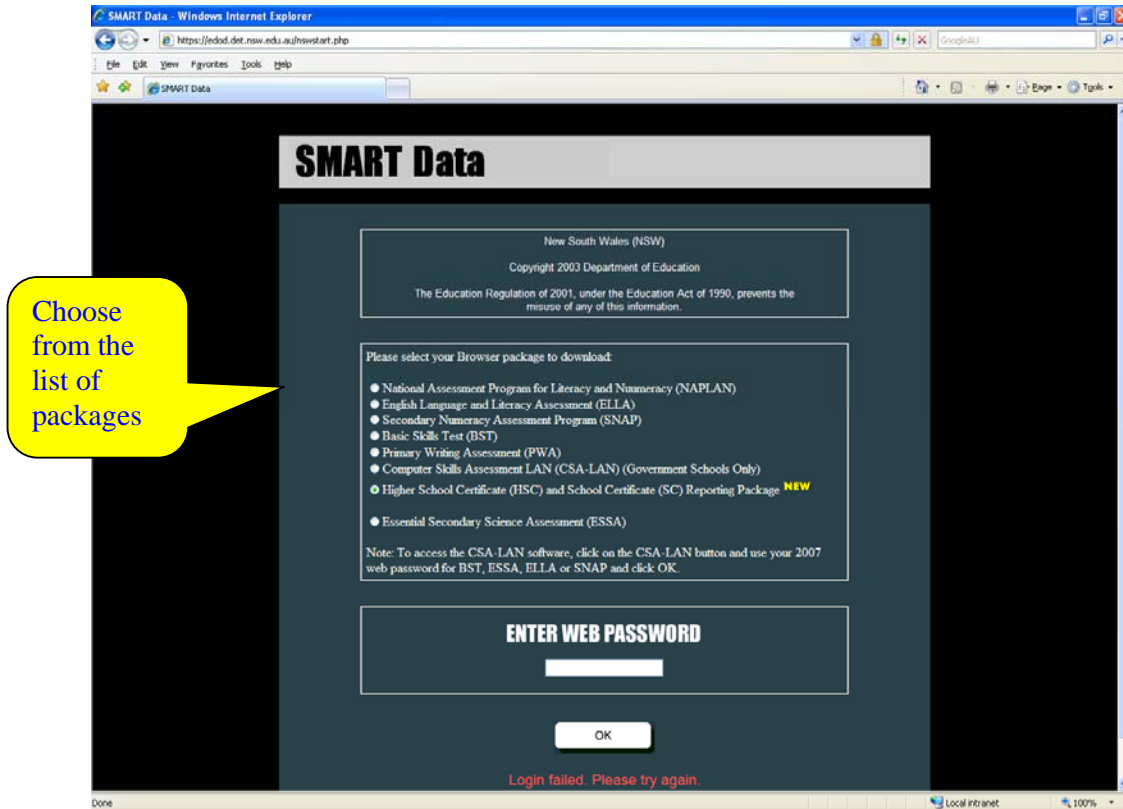


Issue: Unable to log in at the log-in page.



Causes:

1. The web password was typed incorrectly
2. A Primary school is trying to download a High School package ie HSCSC
3. A package selection was NOT made from the list. A selection may be made by clicking on the radio button next the package you require.
4. Please note that the SMART Demo password has no gap between the 2 words ie smartdemo