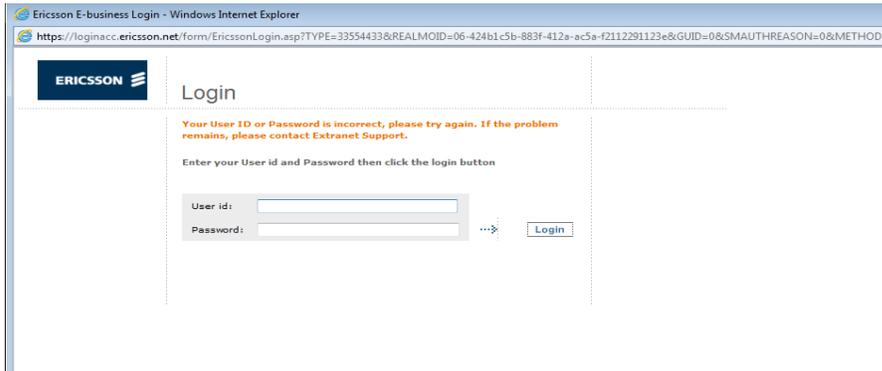
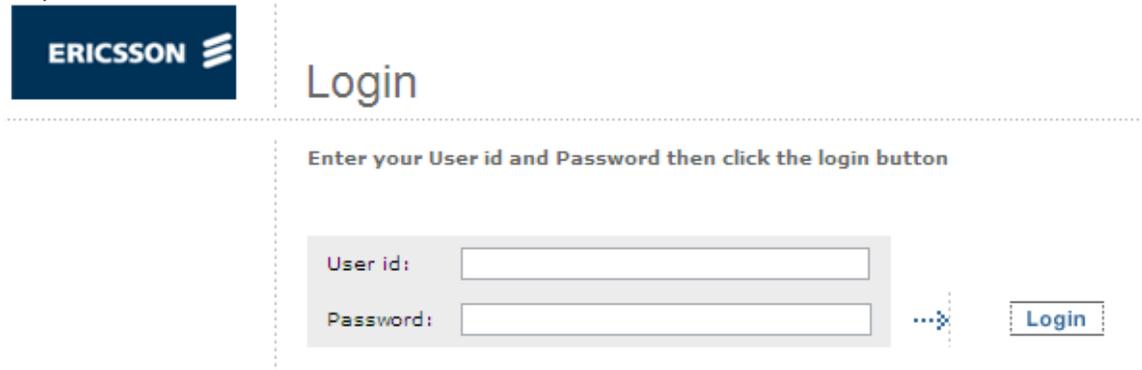


Instruction on how to clear cache, delete temporary files and cookies on this particular case.

Case: If it redirects you back to login page again as in the below screen, kindly follow the steps detailed below to delete cookies and clear the cache.

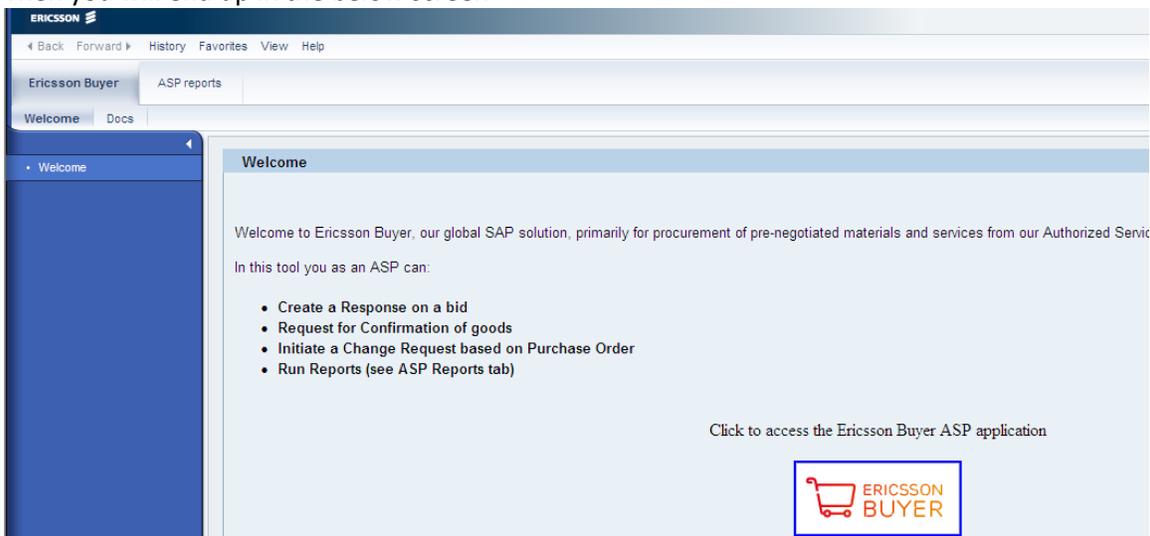


Step1



Enter your login id and password on the eBusiness portal <https://ebusiness.ericsson.net> and then click the link: EB ASP call off P36 then see the screen in step 2.

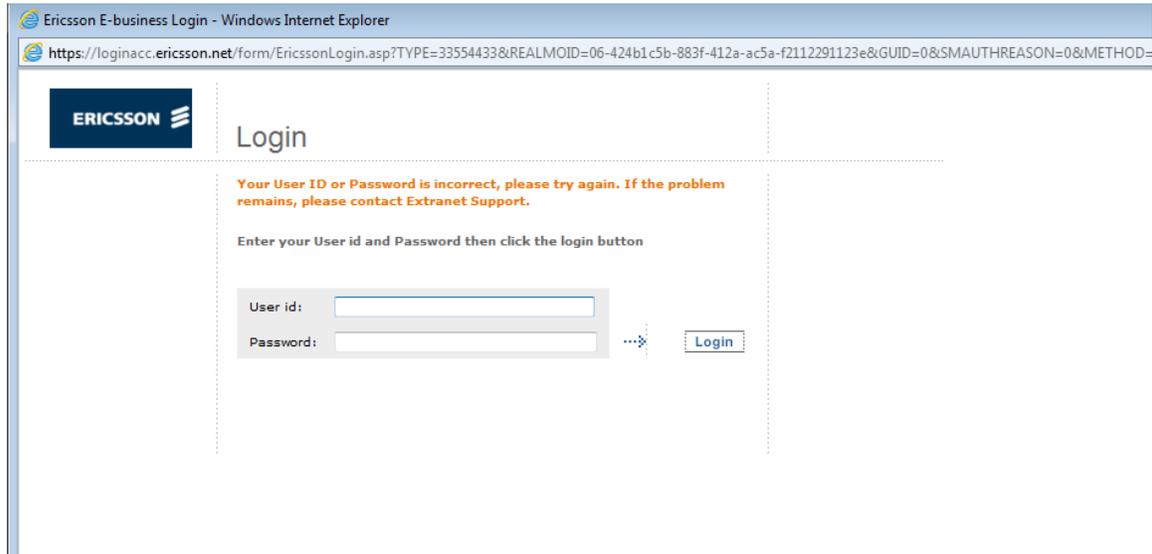
Then you will end up in the below screen



Step 2

Click on Ericsson Buyer Logo .

If it redirects back to login page again as in the below screen, kindly follow the steps detailed below to delete cookies and clear the cache.



Ericsson E-business Login - Windows Internet Explorer

https://loginacc.ericsson.net/form/EricssonLogin.asp?TYPE=33554433&REALMOID=06-424b1c5b-883f-412a-ac5a-f2112291123e&GUID=0&SMAUTHREASON=0&METHOD=

ERICSSON

Login

Your User ID or Password is incorrect, please try again. If the problem remains, please contact Extranet Support.

Enter your User id and Password then click the login button

User id:

Password:

Follow the below steps if you get an error message:

“Your user ID or Password is incorrect, Please try again. If the problem remains, please contact Extranet Support”.

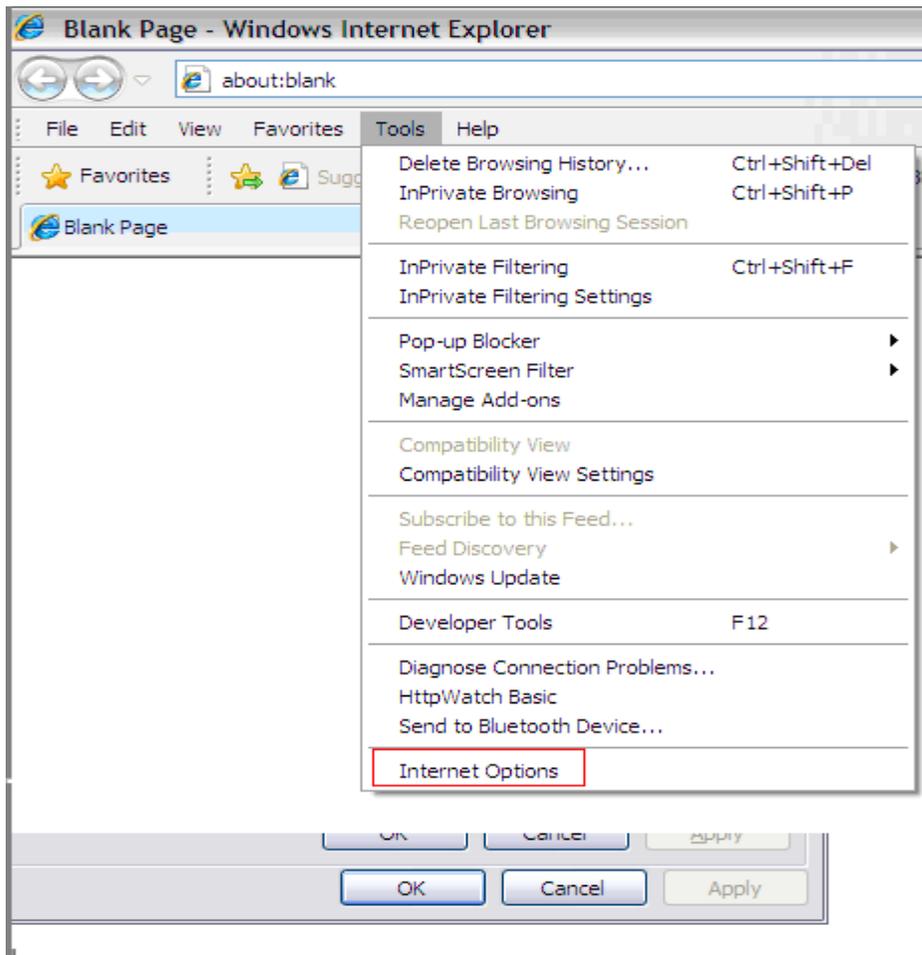
Contact details for Extranet Support

Email: exactextranet.support@ericsson.com

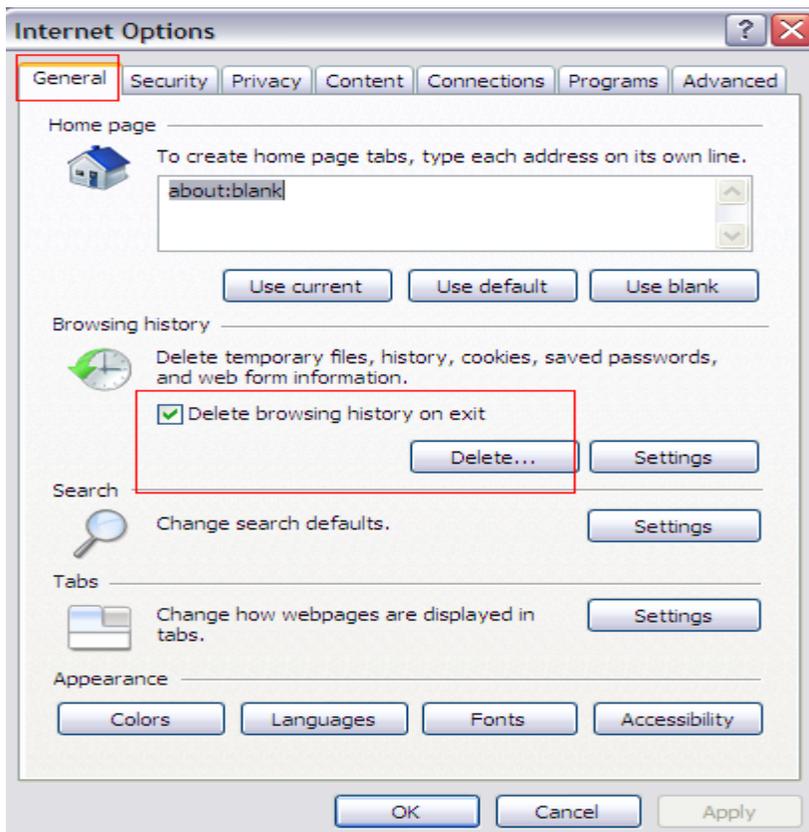
Telephone: +46 10 7133085

Please perform the following tasks.

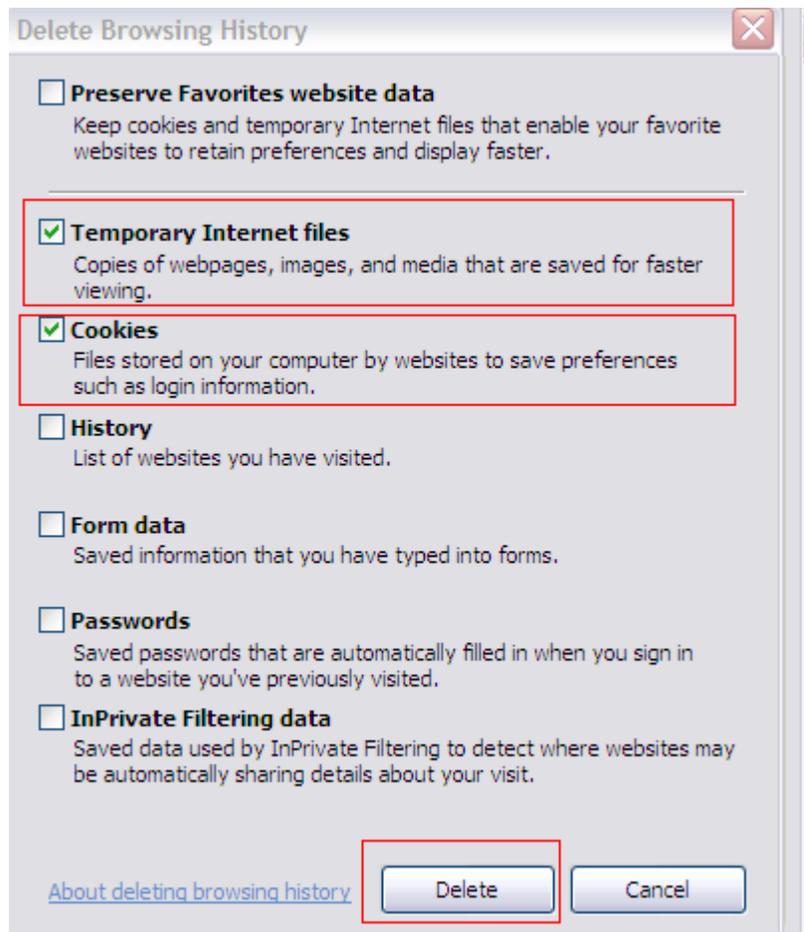
1. Open the internet explorer and open the **Tools** tab
2. Click on **“Internet Options”**



3. Go to the "General" tab and click on "Delete" button



- Only select “**Temporary Internet file**” and “**Cookies**”. Uncheck all other options and click on **Delete** button and click **OK**.



- Close all the internet explorer windows .**
- Open a new browser session and login to <https://ebusiness.ericsson.net>
- Now it should allow you to navigate to Ericsson Buyer.

If you still face the same issue at step 7 and if you are still being redirected to the login page, please follow the additional steps below.

- Close the browser session from your computer. Try logging in from another (any of your colleague’s) computer with your user id and password.
- If you still get the same issue from the other system, then it could be a different issue related to the password / roles which is preventing you from accessing the application. Please report it back with the contact center.
- If you are successfully able to login from the other system, the issue should be resolved for you. Log off from the other system. Now try logging in from your computer again – You should now be able to login and access the Ericsson Buyer application.

Note: For other EB instructions, log in links, Newsletter etc, please visit our external support portal on following address.

http://www.ericsson.com/thecompany/suppliers/supplier_tools/eb

Ericsson Buyer Support

