eConnect: Trouble-shooting Guide

Updated: March 2024 (version: 1.0)

Great Eastern | Reach for Great
A member of the OCBC Group

Recommendation

For **GREAT** user experience when using eConnect, it is advisable to:

- Update your operating system

- Use the latest / updated version of iOS and Android

- Access eConnect from our website at greateasternlife.com/my

Purpose of this Guide:

This guide is to assist eConnect user to perform self-help and resolve certain error message when using eConnect.

If the issue / error still persist, please contact our eConnect Support Careline at 1-300-1300 88 or email to us at wecare-my@greateasternlife.com.
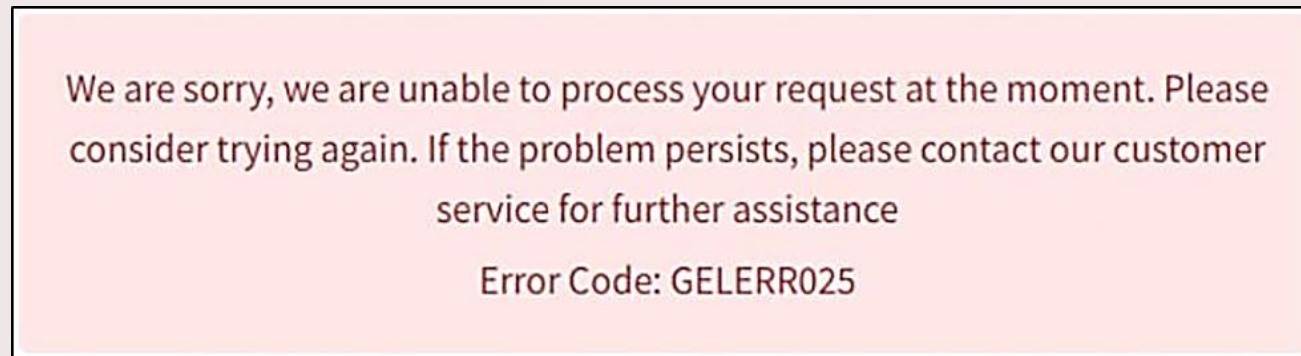
Our eConnect Support Careline operating hour is from 8.30am to 7.15pm, Monday to Friday except for Public Holiday.

Thank you.
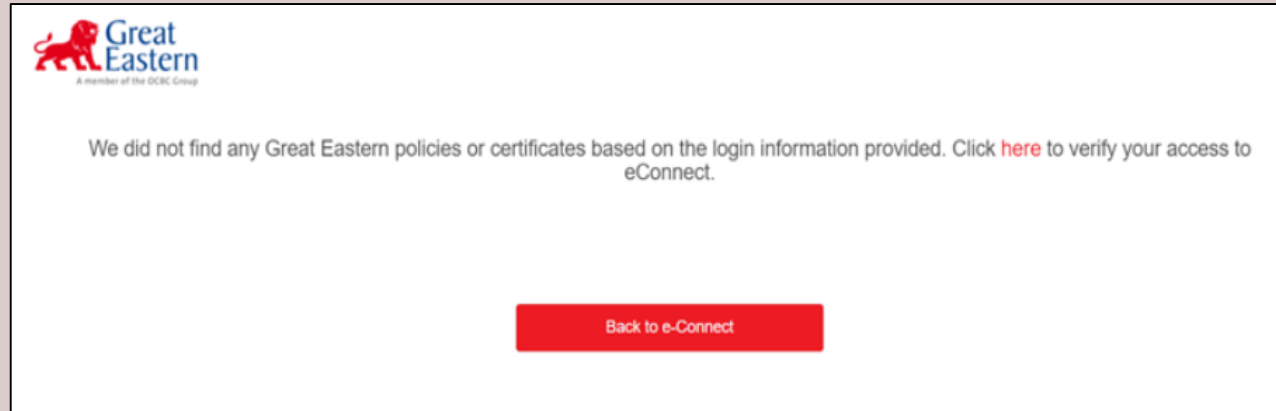
|	
Error message #1	
Error message #2 (GELERR025)	
Reason	Multiple session or incomplete previous session
Solution	Refer to 'Guide to clear cache / browsing history'.

Guide to clear cache / browsing history

Google Chrome for Desktop / Laptop

1. Click on **Menu** (icon with three stacked dots).
2. Select "**Clear browsing data**"
3. Ensure "**All time**" selected under Time Range.
4. Click "**Clear Data**".
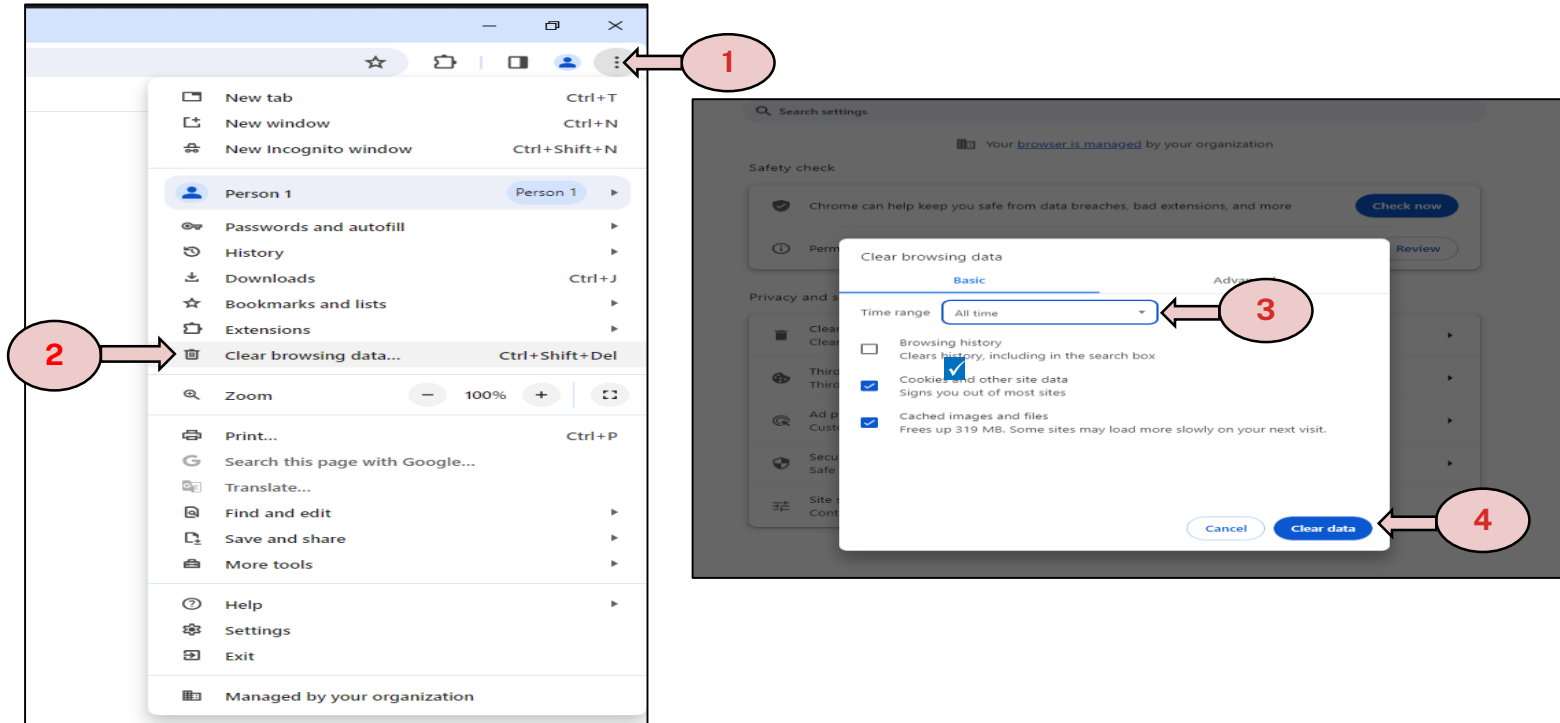
Google Chrome for iOS (mobile browser)

1. Click on **Menu** (icon with three dots)
2. Select **"Clear browsing data"**
3. Click "Clear Browsing Data

Google Chrome for Android (mobile browser)

1. Click on **Menu** (icon with three stacked dots)
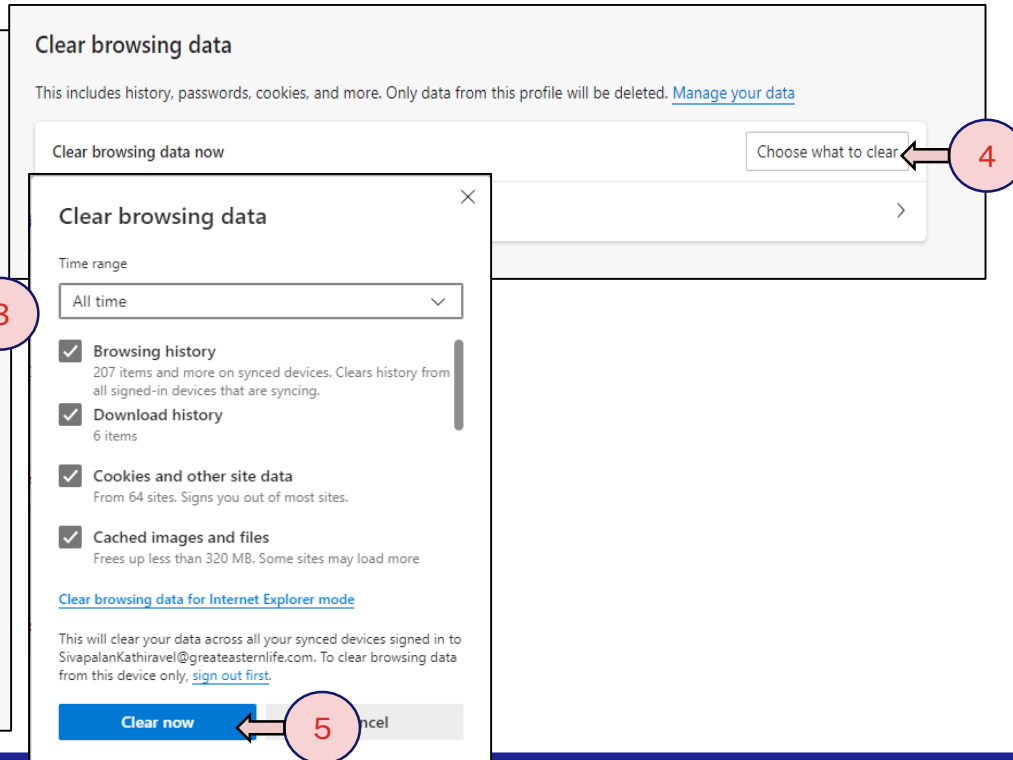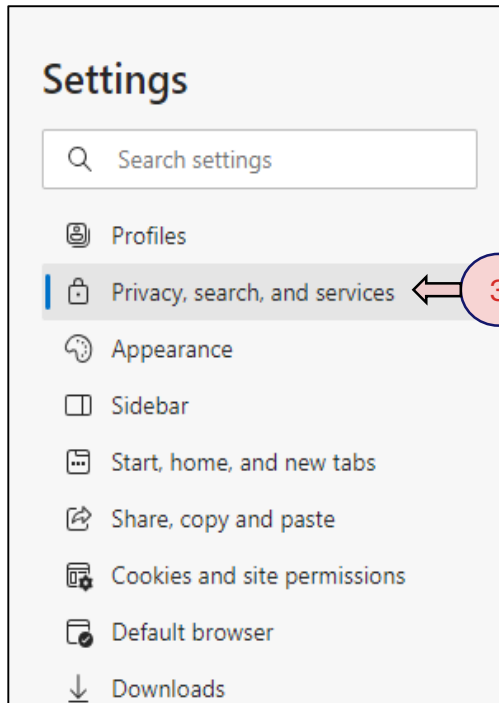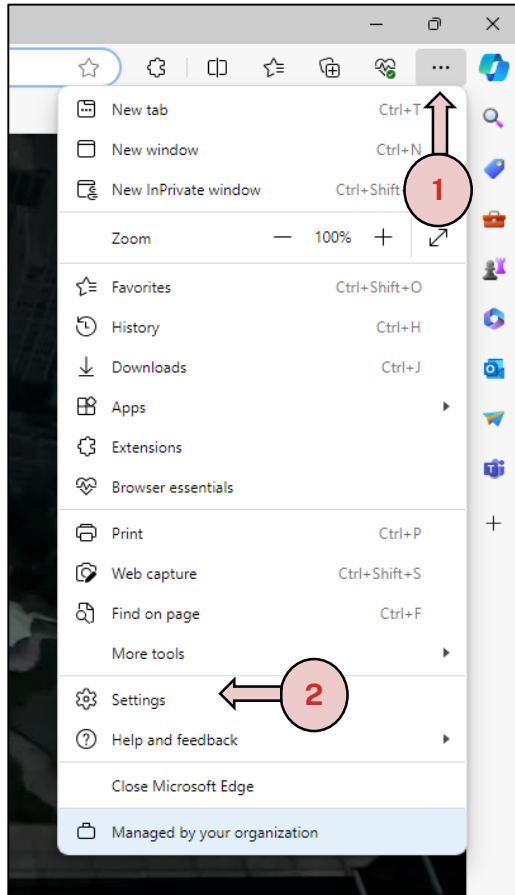2. Select **"Clear browsing data"**
3. Click **"Clear data"**
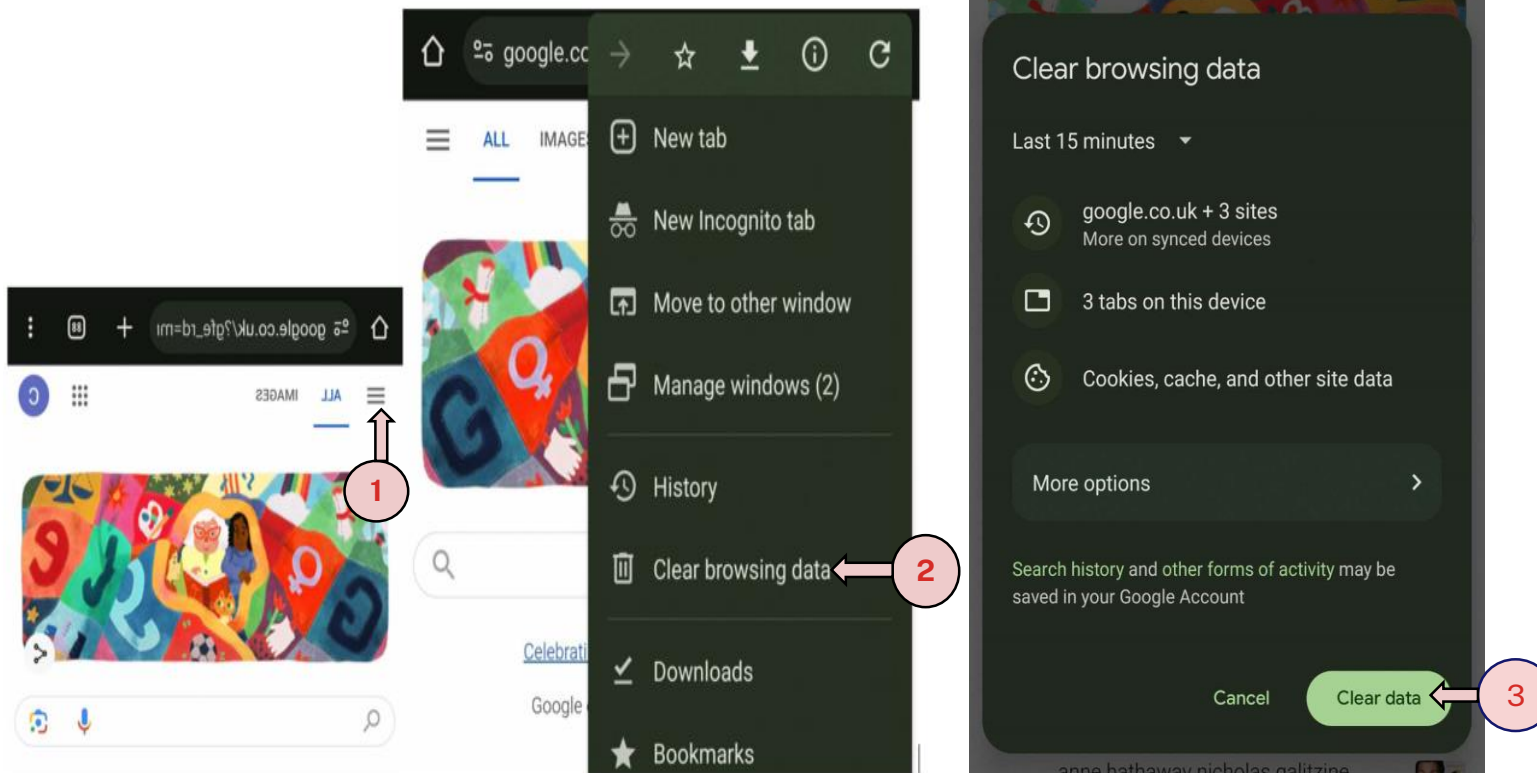
Microsoft Edge browser

1. Click on **Menu** (icon with three dots)
2. Select "**Settings**"
3. Click on "**Privacy, search and services**"
4. Click on "**Choose what to clear**"
5. Click on "**Clear Now**"

*Select **All Time**, from the drop down menu, and ensure all four ticks are selected.*

Safari iOS (mobile browser)

1. Click on "**Settings**" and select **"Safari"**
2. Scroll down and click on **"Clear History and Website Data"**
3. Click on **"Clear History and Data"**

Safari Mac Browser (iPad)

1. Click on "**Settings**" and select "**Safari**"
2. Scroll down and click "**Clear History and Website Data**"
3. Click on "**Clear**" button