

eConnect: Trouble-shooting Guide



Updated: March 2024 (version: 1.0)

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:



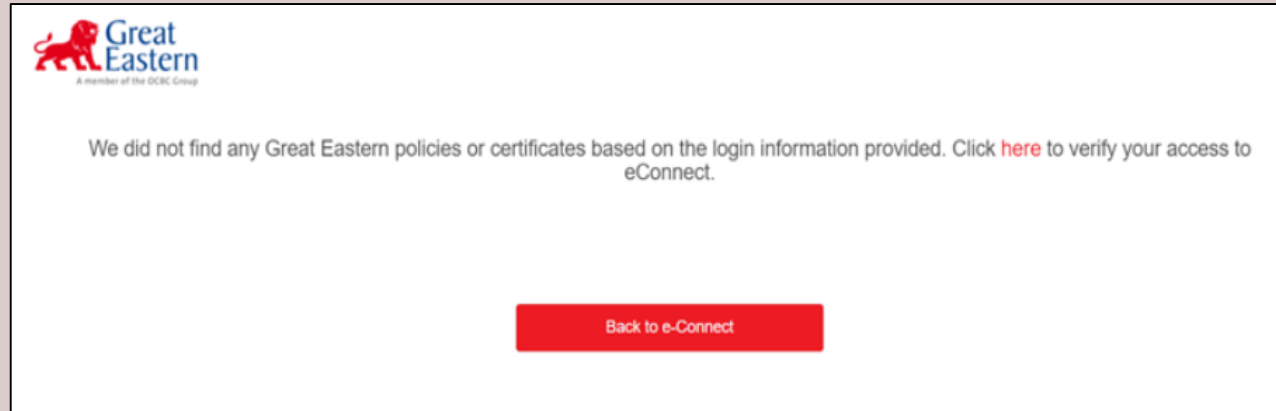
This guide is to assist eConnect user to perform self-help and resolve certain error message when using eConnect.

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.

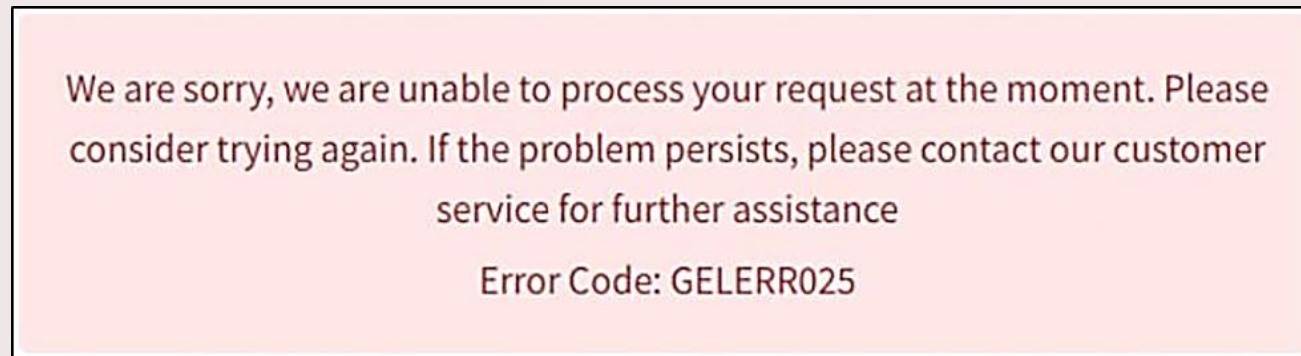
Our eConnect Support Careline operating hour is from 8.30am to 7.15pm, Monday to Friday except for Public Holiday.

Thank you.

**Error message
#1**



**Error message
#2 (GELERR025)**



Reason

Multiple session or incomplete previous session

Solution

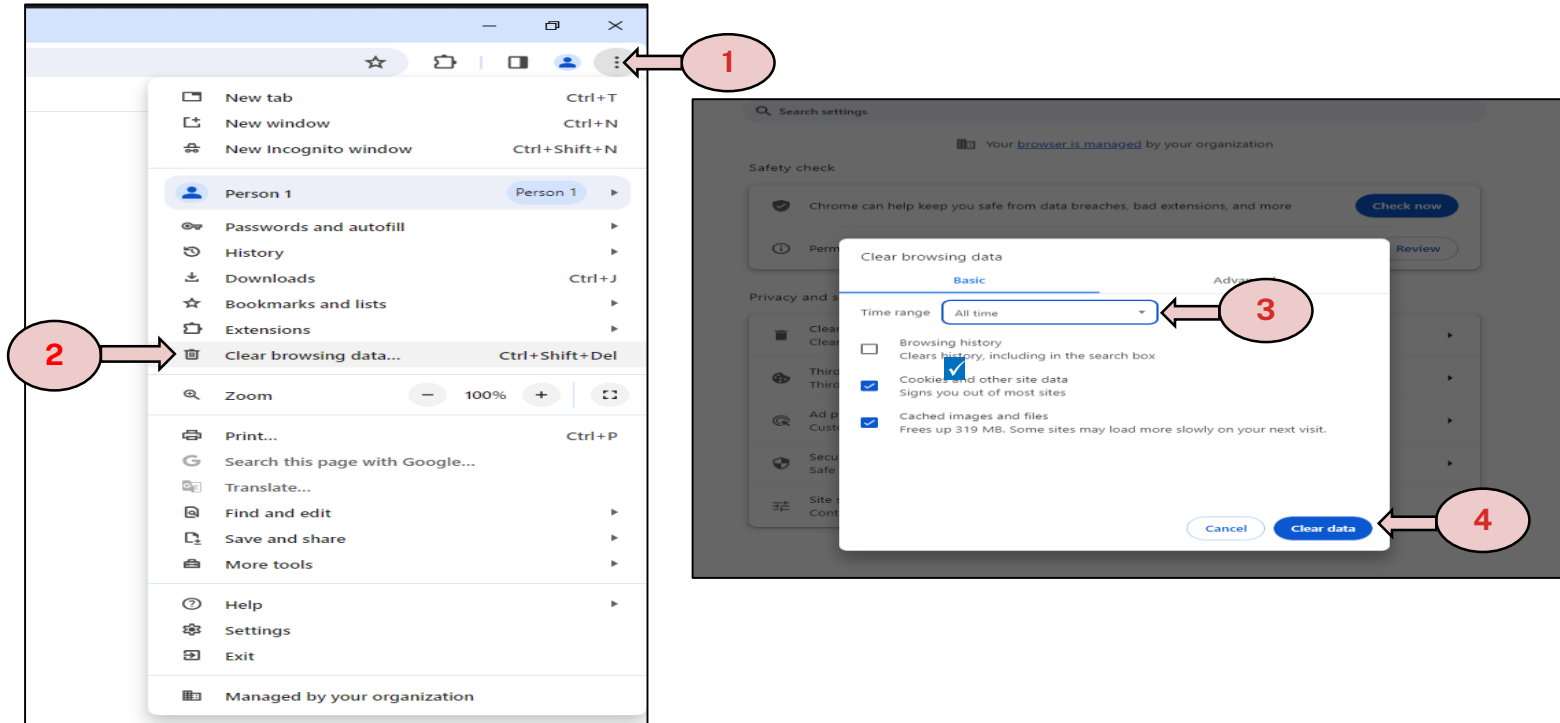
Refer to 'Guide to clear cache / browsing history'.

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)



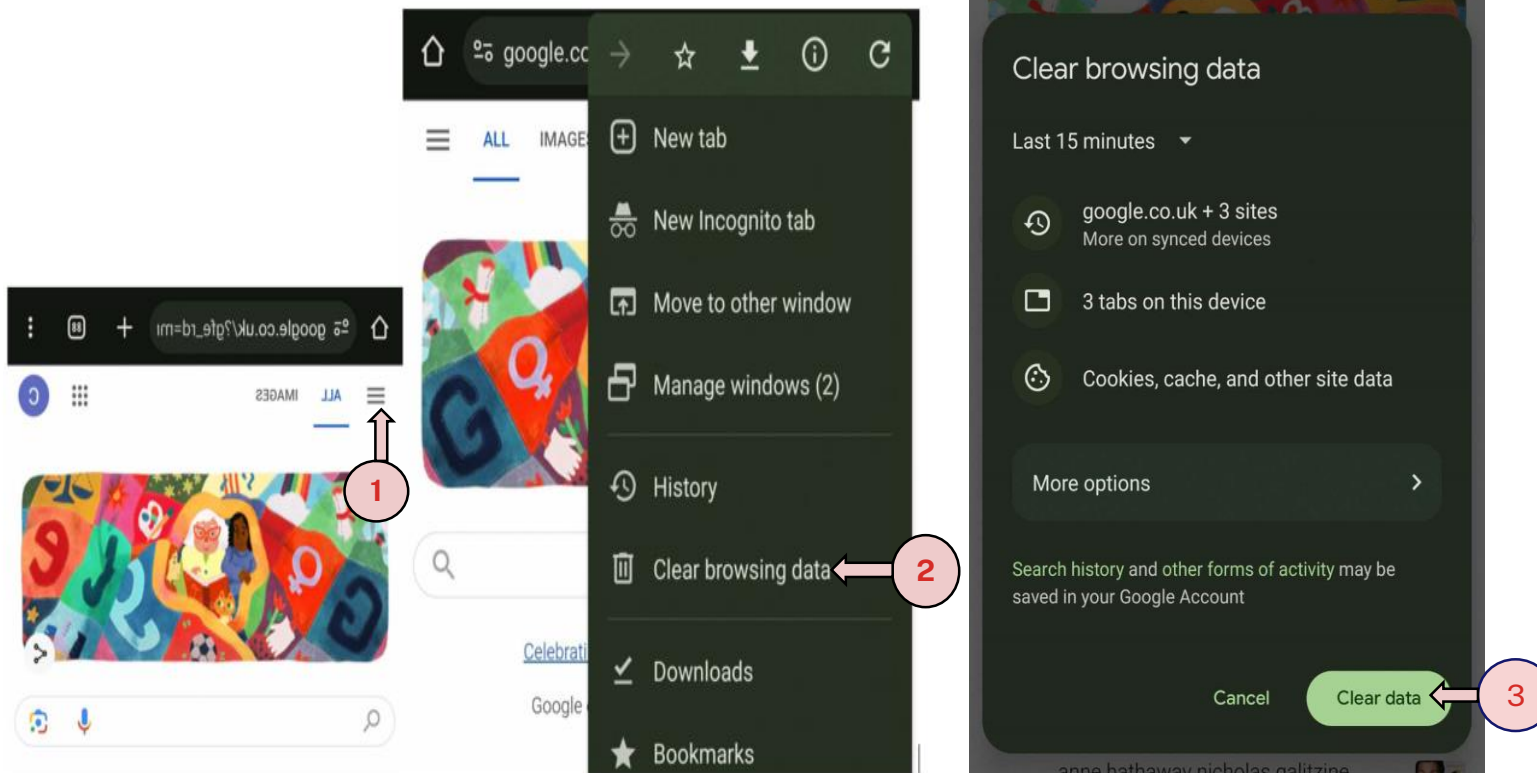
1. Click on **Menu** (icon with three dots)
2. Select **“Clear browsing data”**
3. Click **“Clear Browsing Data”**

The image displays three sequential screenshots from an iPhone illustrating the steps to clear browsing data in Google Chrome:

- Step 1:** The Chrome home screen is shown. The menu icon (three dots) in the bottom right corner is circled in orange. A red circle with the number '1' is positioned below the icon.
- Step 2:** The menu is open, showing options like 'Reload', 'New Tab', and 'Clear browsing data'. The 'Clear browsing data' option is highlighted with an orange box. A red circle with the number '2' is positioned to the right of the box.
- Step 3:** The 'Clear Browsing Data' settings page is shown. The 'Clear Browsing Data' button at the bottom is circled in red. A red circle with the number '3' is positioned to the right of the button.

Google Chrome for Android (mobile browser)

1. Click on **Menu** (icon with three stacked dots)
2. Select **“Clear browsing data”**
3. Click **“Clear data”**

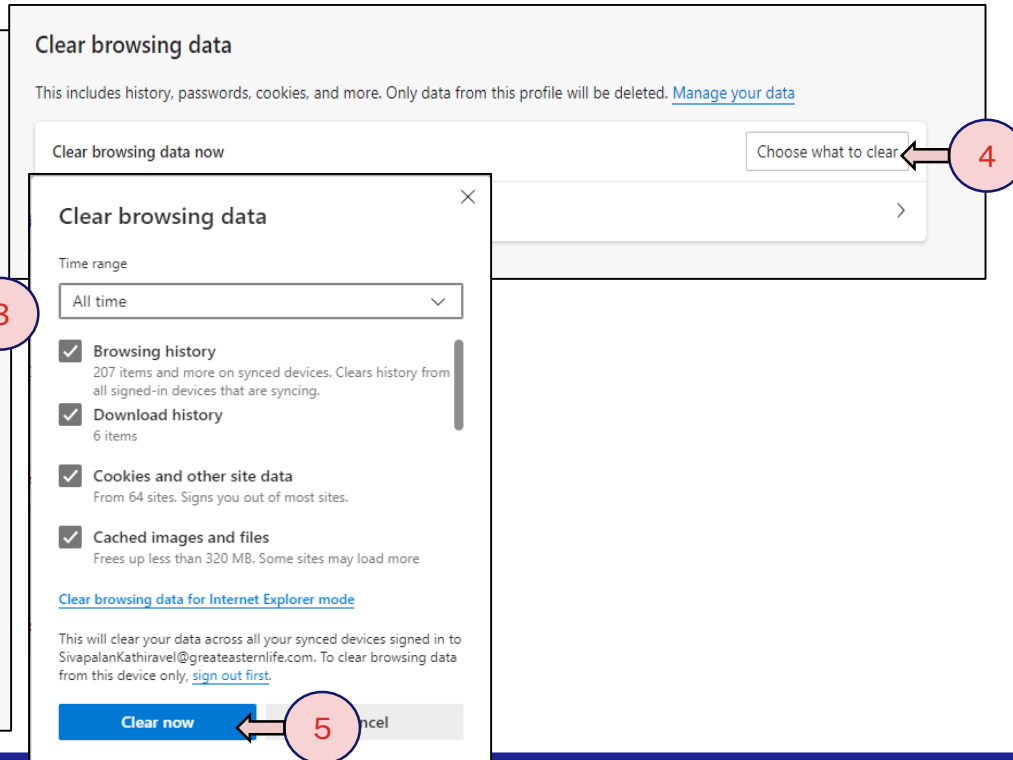
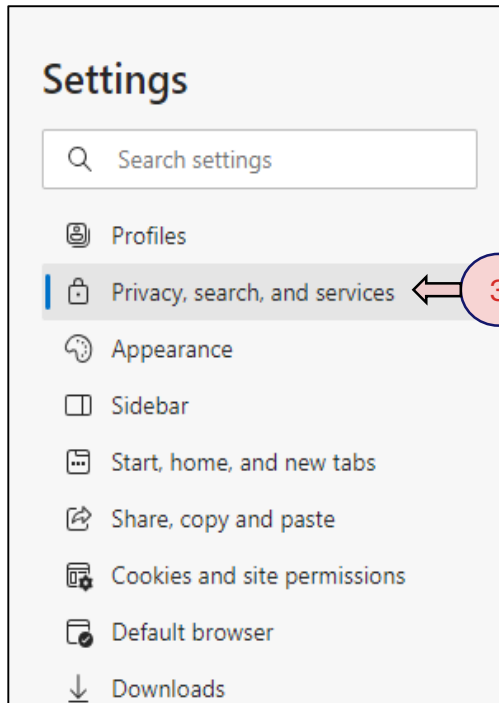
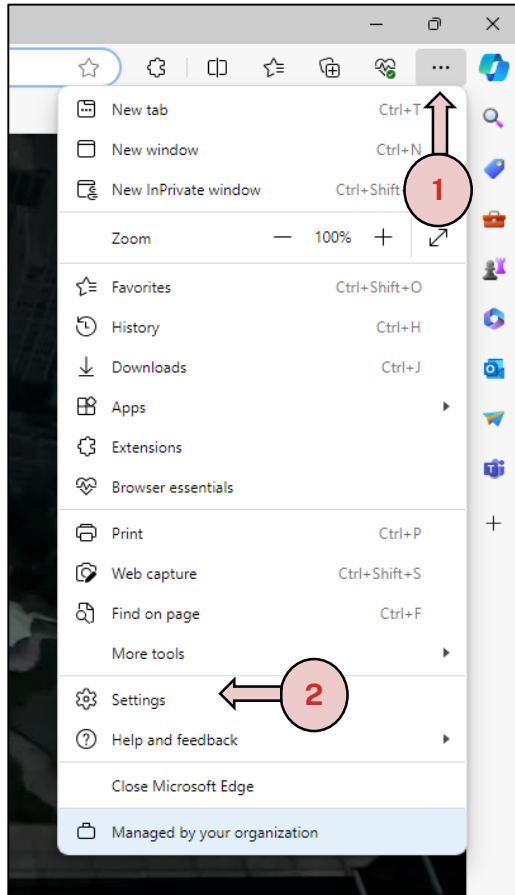


Microsoft Edge browser



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”**



The image displays three sequential screenshots of an iPhone's Settings app, illustrating the steps to clear Safari history and website data. The first screenshot shows the 'Settings' app with the 'Safari' option highlighted by a red box and a red circle with the number '1' and an arrow pointing to it. The second screenshot shows the 'Safari' settings page with the 'Clear History and Website Data' option highlighted by a red box and a red circle with the number '2' and an arrow pointing to it. The third screenshot shows the confirmation dialog with the 'Clear History and Data' option highlighted by a red box and a red circle with the number '3' and an arrow pointing to it.

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

