

In case you could not open the entry box (Basic Authentication pop-up) after logging

Case 1: you are using smartphones or tablets

When you are using smartphones or tablets, the popup itself may not appear under certain conditions. Please try to use PC in that case.

Case 2: You are using a specific app or in-app browser

Some apps and in-app browsers, such as Google Apps and Yahoo Apps, do not support Basic Authentication. In some cases, the Basic Authentication pop-up does not appear, and the user is redirected to an error page. Therefore, If you are using one of the above applications, we recommend that you switch to a browser such as Safari or Google Chrome.

An example of how to deal with this problem:

Copy the URL<<https://jshis-kamakura.jp/>>, open a browser such as Safari or Google Chrome, and paste the URL into the address bar.

Case 3: Browser cache is having an adverse effect

In some cases, the cache may be causing the problem.

Please try deleting the cache.

The way to delete the cache is different for each OS.

For iOS:

Go to "Settings" on the home screen and select "Safari" and tap "Clear History and Website Data", and then select "Clear history and data".

For Android

Launch the "Google Chrome" application, tap the menu in the upper right corner of the screen, and then tap "Settings" -> "Privacy" -> "Clear browsing history data, and check the "Cookies and site data" and "Cached images and files" boxes, and then tap "Clear data".

Then tap "Clear Data".

Case 4: If you are using an ad blocking app

If you are using an ad-blocking app that is supposed to prevent unwanted ads from popping up, it may malfunction and block basic authentication pop-ups as well.

For this reason, we recommend that you temporarily stop using ad-blocking applications.