

Orion Help:

Logging In Client Portal



If you're having trouble viewing the Orion Portal, give these steps a try.

Implementation

Password must be a minimum of 10 characters · Must have a number OR a special character · Cannot contain your name, user ID, or email address · Cannot contain any variation of the word 'password' · Cannot be a password you've used before · Cannot contain a season or the current year

Recommended Browser

We recommend using Google Chrome with a minimum resolution of 1280x800.

Enabling Cookies in Chrome

Allows site to save your browsing information. Click the Chrome menu on the browser toolbar

- Select Settings
- Scroll to the bottom and click Show advanced settings...
- Under Privacy, click the Content settings button
- Under Cookies, select Allow local data to be set (recommended)
- Click the Done button

Or use instructions provided by Google

Or use instructions provided by Mozilla for Firefox

Clearing Cache in Chrome

Clear cache to improve browser performance. Click the Chrome menu on the browser toolbar

- Select Tools
- Select Clear browsing data
- In the Clear browsing data popup, select Cached images and files
- Click the Clear browsing data button
- Click the refresh button on the right side of the URL toolbar or hit F5

Or use [instructions](#) provided by Google

Or use [instructions](#) provided by Mozilla for Firefox

Incognito Setting

Added security measure.

- Click the Chrome menu on the browser toolbar
- Select New Incognito Window or Ctrl+Shift+N

If you still have issues, please reach out to us.

