

Q I can't log in. What could be the problem?

A *Browser* - Are you using Internet Explorer (version 7.0 or earlier)?

Password - The password is case-sensitive and for security purposes will need to be entered exactly. Your original password from Beene Garter should be in all caps.

Q Can I access my Portal from a Macintosh computer?

A At this time, only Macintosh computers using Internet Explorer are supported by the Portal site.

Q I can log in to my Portal, but when I click on the document, nothing happens.

A Currently only Internet Explorer is fully supported on the Portal site. Mozilla FireFox, Safari, etc. are not currently supported and may have only a small portion of the functionality available.

Q I'm using Internet Explorer, like suggested, but it is still not working properly.

A Internet Explorer help is available on the Beene Garter website at www.beenegarter.com for versions earlier than 8.0. Steps are provided for updating Settings so you will be able to access your Portal. (Internet Explorer 8.0 has been causing issues with many websites and is not recommended.)

Q I wasn't prompted to change my password. How do I change it?

A After logging in, click on the User Information link on the left hand side of your screen. Then click on Change My Password.

Q I already reset my password but don't remember what it is.

A We cannot tell you your current password, but please contact Beene Garter at 616-235-5200 to have your password reset.

Q I can't get to the log in page, what do I do?

A You can try to navigate to your Portal by going to www.beenegarter.com and clicking on the "BG Client Portal" button.