

frame.io Browser and Transfer Login Issue

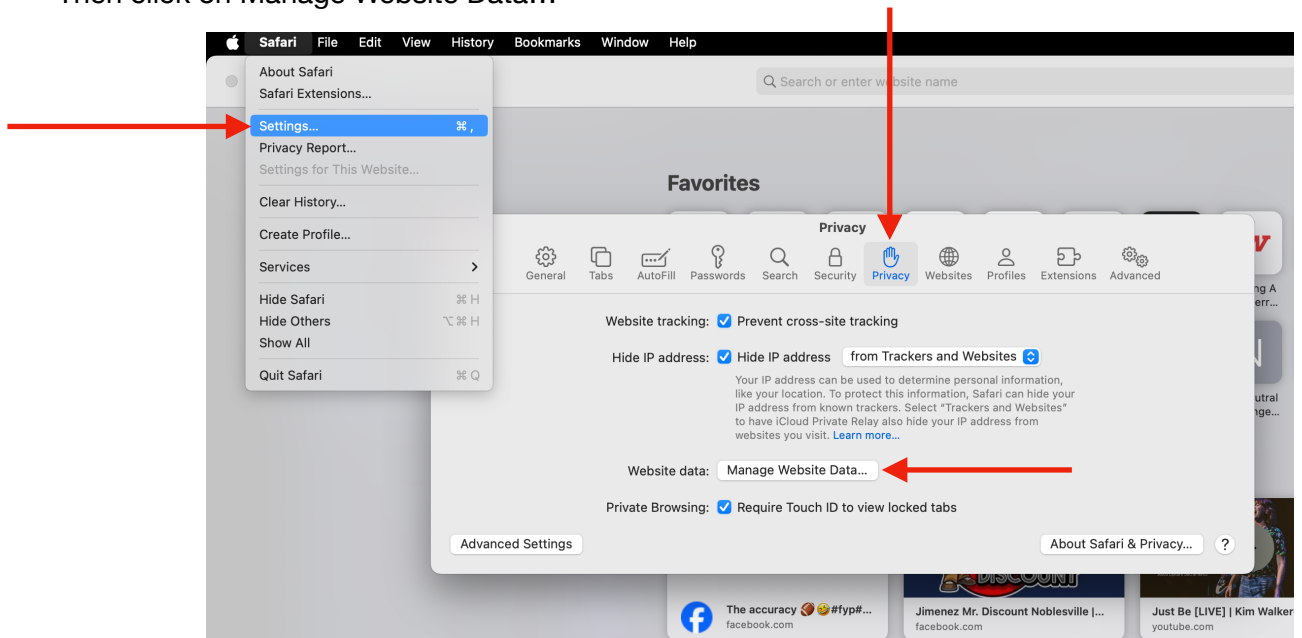
Some have experienced login issues with frame.io when working on a computer with a shared login. For example, in video and audio edit suites. If you are logged into the computer using the Avid or Adobe login, the last user who logged into frame.io is saved. When you try to log them out and then login yourself, the frame.io login reverts back to the previous users login. Here is work around to log them out and then log yourself in.

Frame.io is using the data in a cookie stored in the browser to remember the previous user. The previous user didn't have to store their login credentials when logging in.

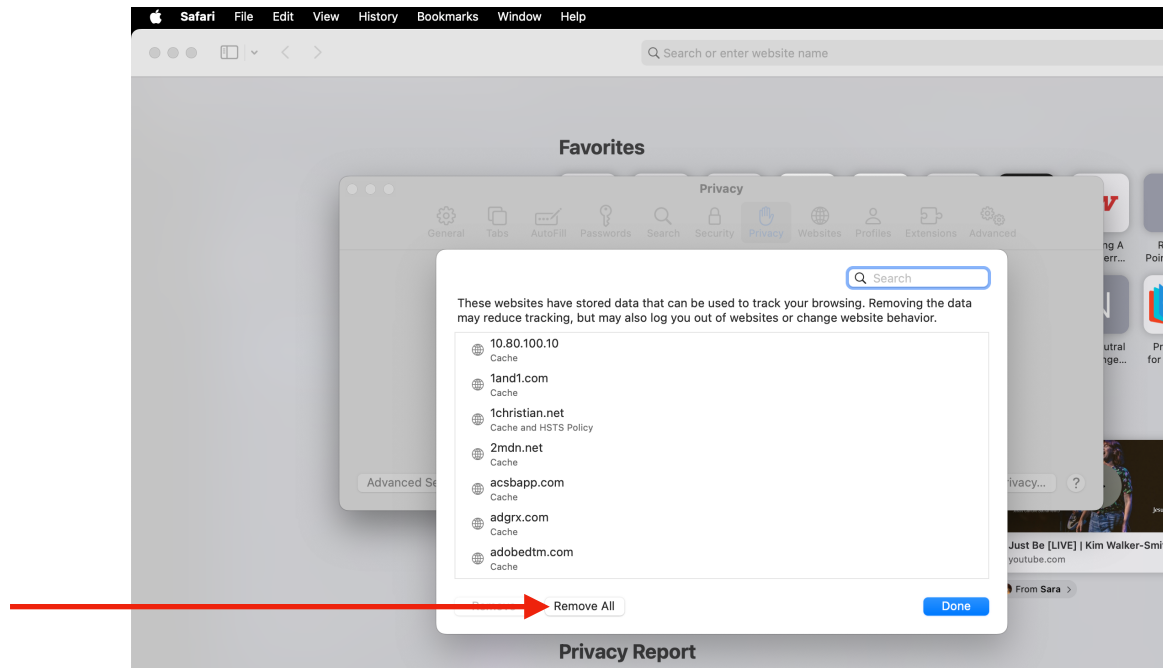
The following steps are specific to the browser you are using.

Safari

Step 1: Open Safari and make sure that you don't have a tab with frame.io open.
Go to Safari and then to Settings.
In Settings, click on Privacy.
Then click on Manage Website Data...



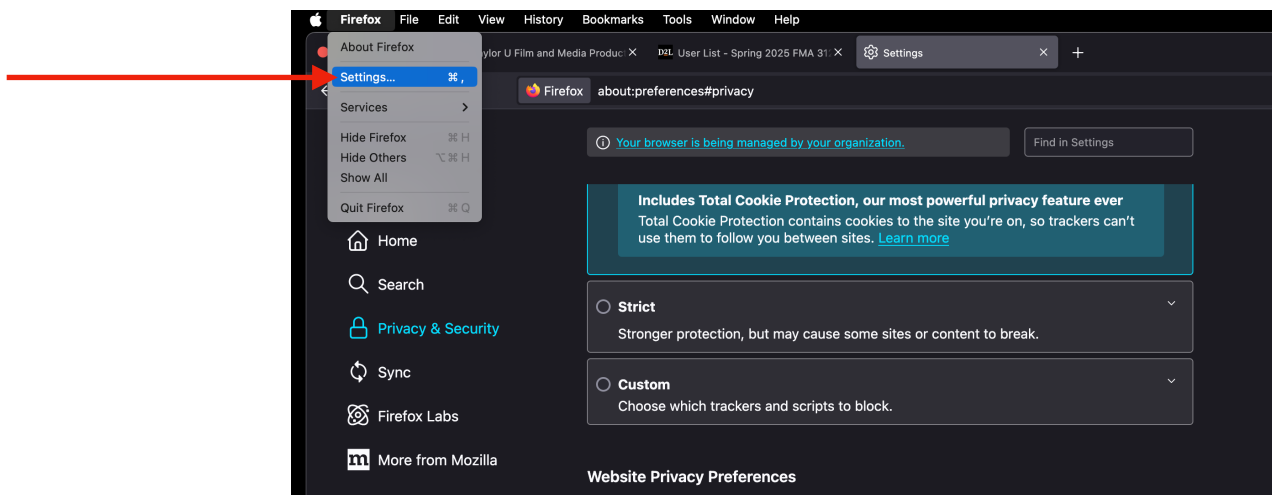
Step 2: Then click on Remove All.



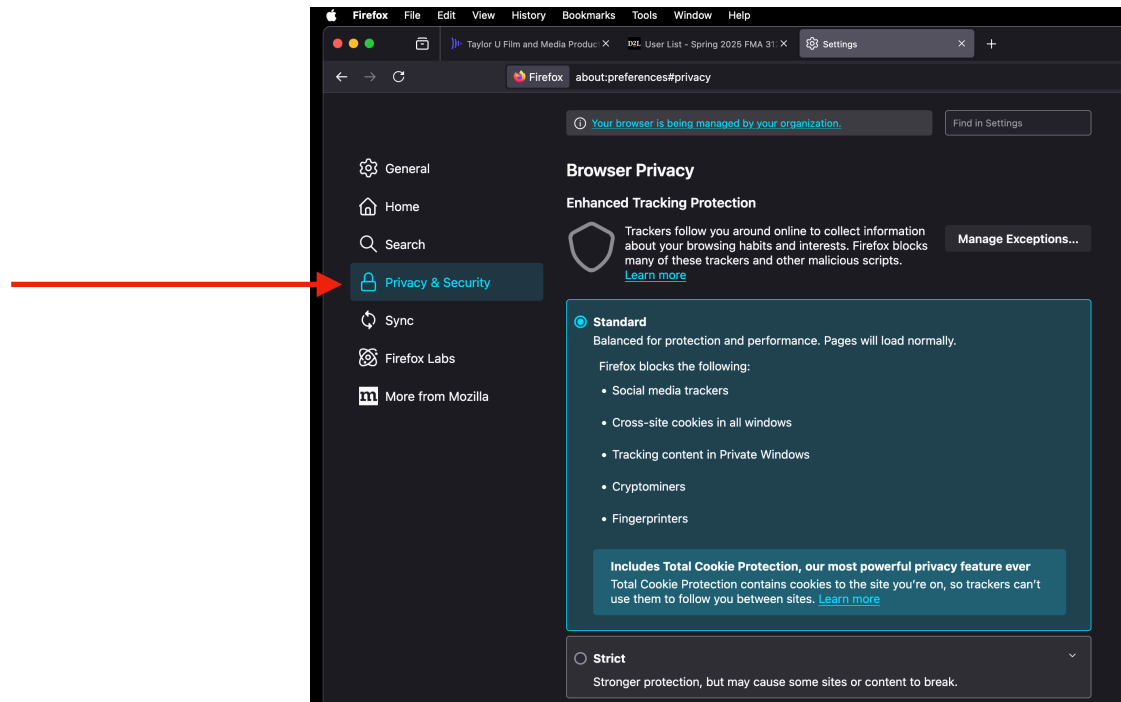
Step 3: Click Done.
Quit Safari.
Open Safari and then login to frame.io using your account.

Firefox

Step 1: Open Firefox and make sure that you don't have a tab with frame.io open.
Go to Firefox and then to Settings.

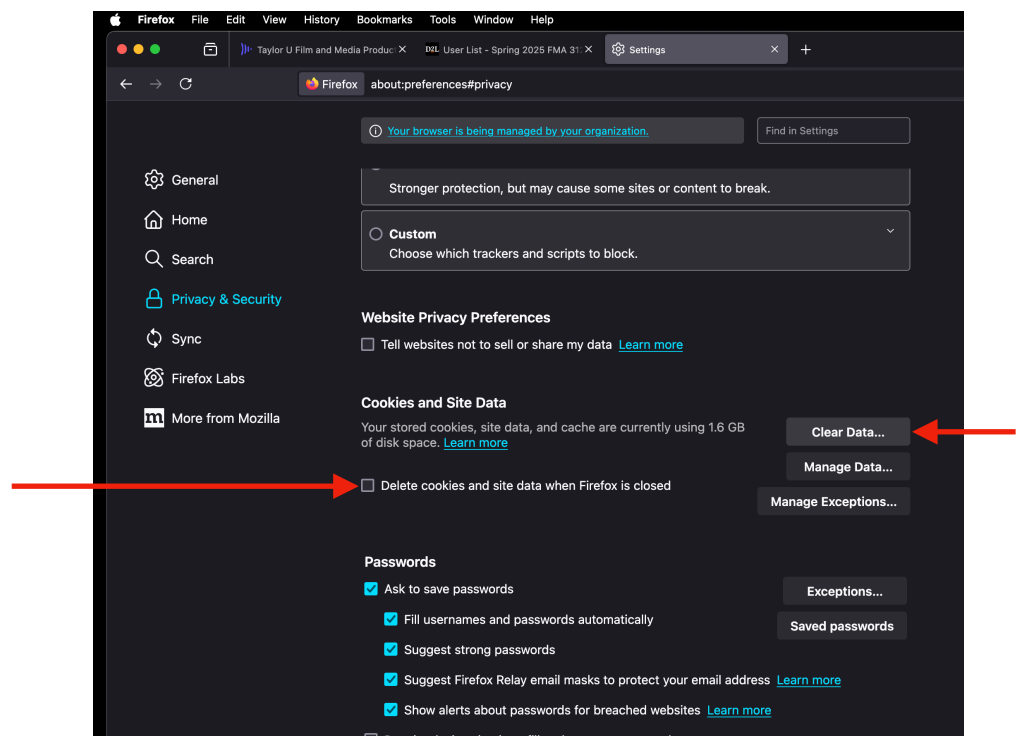


Step 2: Click on Privacy & Security.



Step 3: Click on Clear Data.

*Note: In Firefox you can check the box “Delete cookies and site data when Firefox is closed”. This will prevent the login issue from happening in Firefox. However, Firefox is the only browser that has this feature easily accessible.



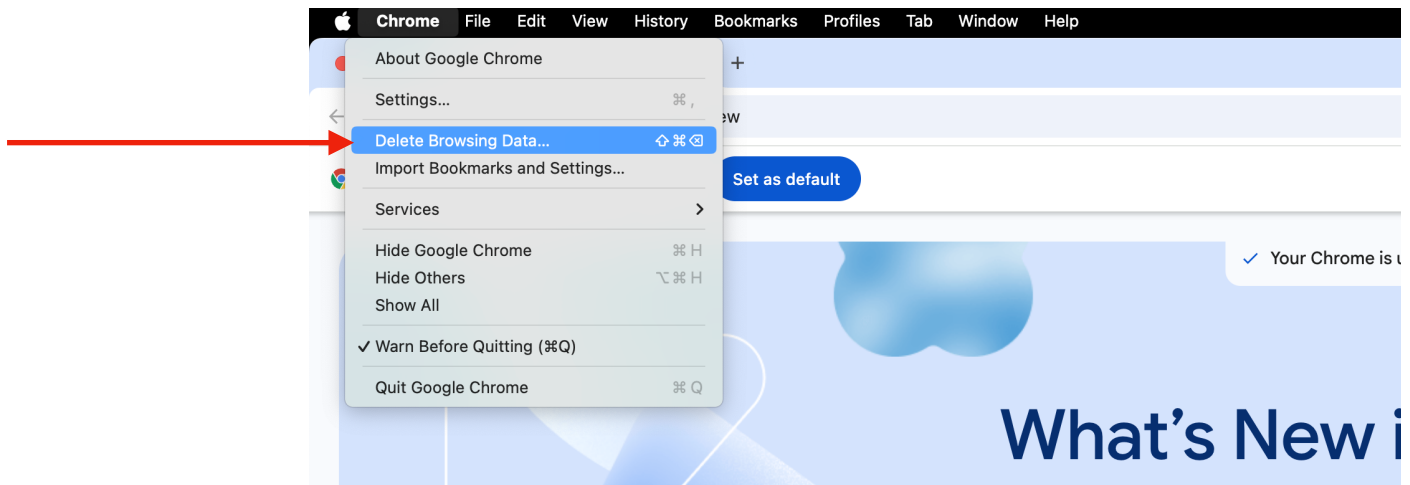
Step 4: Quit Firefox.

Open Firefox and then login to frame.io using your account.

Chrome

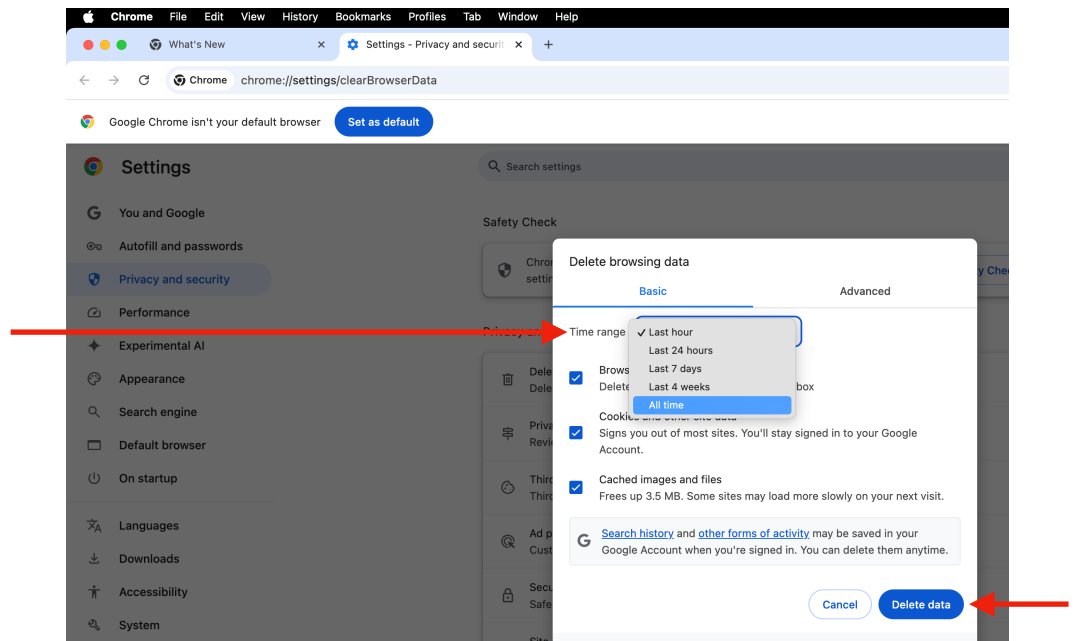
Step 1: Open Chrome and make sure that you don't have a tab with frame.io open.

Go to Chrome and then to Delete Browsing Data.



Step 2: Change the Time Range from Last hour to All time.

Click Delete data.



Step 3: Quit Chrome.

Open Chrome and then login to frame.io using your account.