# Can't log in on your phone?

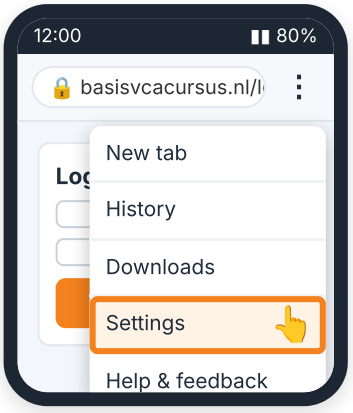
You type your email and password, tap **Log in**, and the page comes back empty with no error message. Your account and password are correct. Your phone's browser is not allowed to save website data, so the website forgets that you just logged in.

**The fix takes 1 minute:** allow Chrome to save site data (cookies) on your phone. Follow the steps below.

ⓘ The menus on your phone can be in your own language and may look slightly different.

## 1 Open the Chrome menu

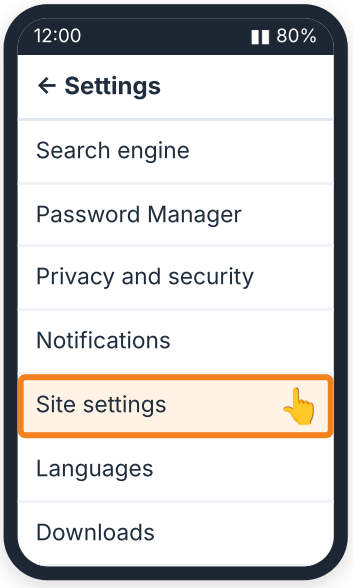
Open **Chrome** and tap the three dots ⋮ in the top-right corner. Then tap **Settings**.




## 2 Go to Site settings

Scroll down and tap **Site settings**.

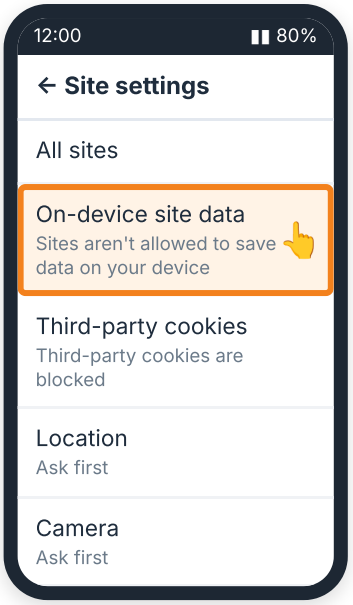
On some phones it is under **Privacy and security**.



## 3 Open “On-device site data”

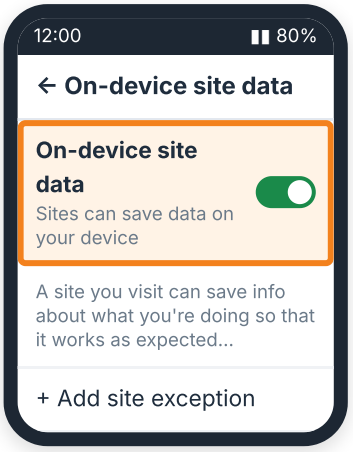
Tap **On-device site data**. If it says *“Sites aren't allowed to save data on your device”*, this is the cause of the problem.

In older Chrome versions this item is called **Cookies**.



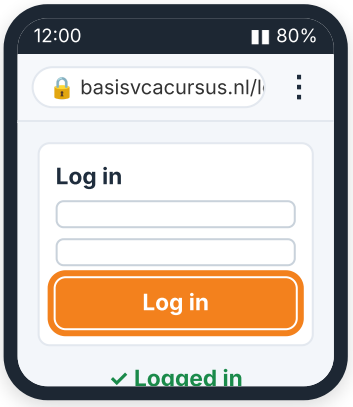

## 4 Turn the switch ON

Turn on the switch so that it says **Sites can save data on your device**. If **basisvcacursus.nl** is listed under *Blocked*, tap it and choose **Allow**.




## 5 Log in again

Close Chrome completely and open it again. Go to **basisvcacursus.nl/login**, enter your email and password and tap **Log in**. You will now stay logged in.



## Still not working?

- Do not use **Incognito / private mode**.
- Open the website in **Chrome itself**, not inside WhatsApp or Facebook: tap `⋮` and choose **Open in Chrome**.
- Set your phone's **date and time to automatic** (phone settings → Date and time).
- Reset the website data: Chrome `⋮` → **Settings** → **Site settings** → **All sites** → **basisvcacursus.nl** → **Delete & reset**.
- Try another browser, for example **Samsung Internet** or **Firefox**.
- Still a problem? Send us a WhatsApp message with a screenshot. We are happy to help.