

Logging in FAQs:

I forgot my password, what should I do?

Click on the Forgot Password link on the Login screen. Follow the instructions on the page you reach, and we will send you an email with a link to reset your password. The “forgot password” email should be automatic and should come within minutes of your request. Please be sure to use the link right away. It can only be used once and is only good for 24 hours. If you did not receive the email, then make sure to check your junk mail folder.

However, if the above does not work, just notify us at admin@parrinspections.com and we will reset your password. Be sure to include your first and last name, inspector id if applicable, and phone number in the email.

I’m using the correct log in and password, but I still can’t get in.

Logging in should be simple. However, if you have problems logging in please make sure that:

1. Your computer allows cookies from our website. Make sure to check your computer’s internet options to make sure that the security options allow cookies from our website.
2. Make sure that you are entering the appropriate case, upper or lower, for each letter in your log in/password. Make sure Caps Lock isn’t on.
3. Make sure that your computer isn’t trying to input a previously saved password that is not correct for your log in on our website.
If you already see ***** when you click on the log in page, then your computer is using a save password function that might need to be disabled or changed to make sure your correct password is entered.
If you receive the message, “The password that you have entered does not match the one stored in Windows...”, then your computer is trying to input a previously saved password that is incorrect. Make sure to click on “NO” and you should be able to continue.

I’m locked out what should I do!?

We only give you 3 attempts to successfully log in each time you visit our website. However, we won’t lock you out for good.

If you ever receive the error “log in failed: too many attempts”, please close out of your browser (Internet Explorer, Fire fox, Opera, etc). Then, reopen the browser and go back to our website www.parrinspections.com and try again.

If the above doesn't work, don't panic! We recommend accessing our website using Internet Explorer. However, if you are using another browser, and you still receive the above message after reopening your browser and going to the log in page, then your browser may be storing the failed attempt as a temporary internet file. If this is the case, then you must delete your temporary internet files in order to insure that a fresh log in page downloads the next time you visit our site.

To delete the temporary internet files:

1 Go back to your homepage.

2 Go to the top of your browser where you see File Edit ... and Tools. Click on Tools.

3 From Tools, scroll down and click on Internet Options.

4 Delete just your temporary internet files.

Reboot your machine, bring up the homepage and try to log in again.

Note: Some browser versions are different, but they should all have a delete temporary internet files option somewhere located in either their internet options or internet history.

If you still continue to have problems, please notify us at admin@parrinspections.com

Thank you