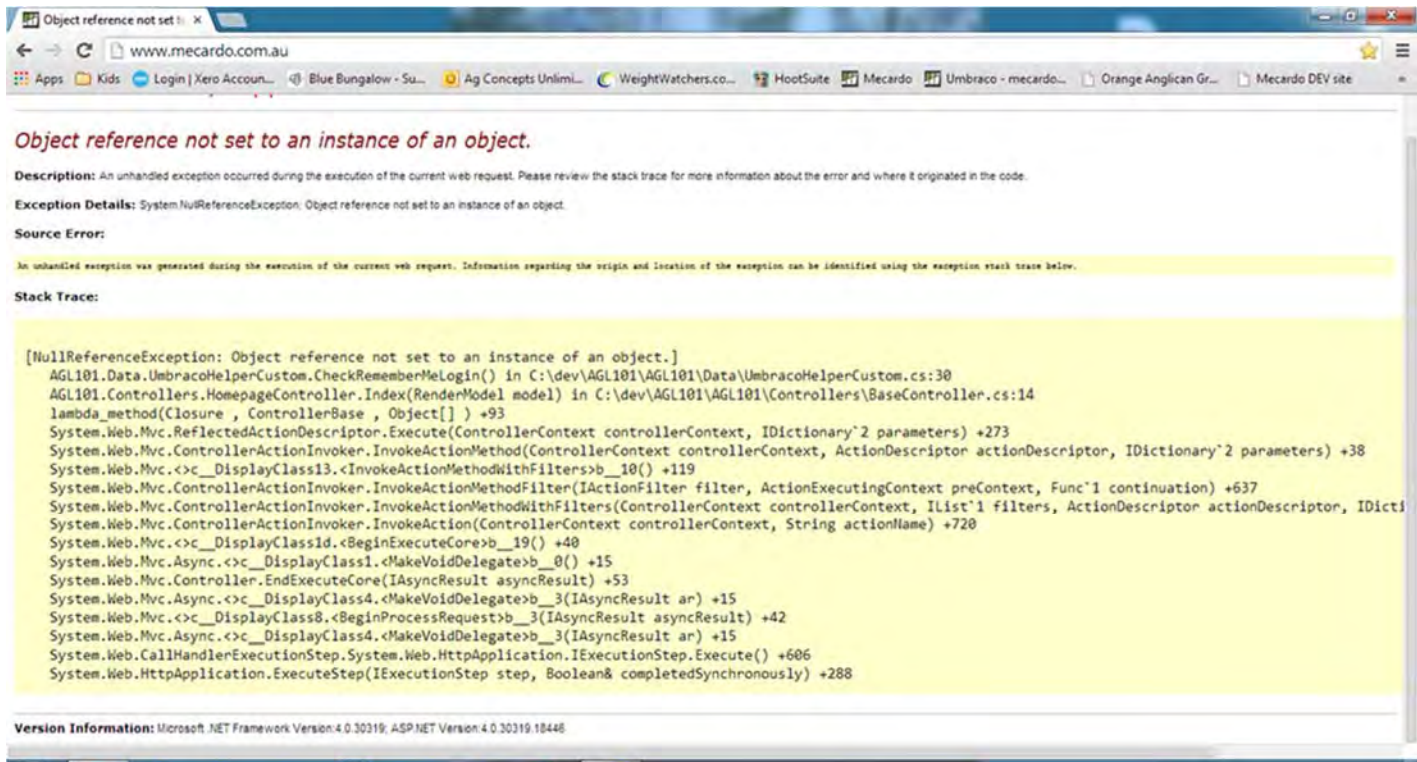


## Resolving the error message: 'Object reference not set to an instance of an object'

This procedure is to resolve the error message. It is related to the 'remember my login details' functionality, and how your internet browser saves your login and password to Mecardo.

### Error:



**Object reference not set to an instance of an object.**

**Description:** An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

**Exception Details:** System.NullReferenceException: Object reference not set to an instance of an object.

**Source Error:**

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

**Stack Trace:**

```
[NullReferenceException: Object reference not set to an instance of an object.]
AGL101.Data.UmbracoHelperCustom.CheckRememberMeLogin() in C:\dev\AGL101\AGL101\Data\UmbracoHelperCustom.cs:30
AGL101.Controllers.HomepageController.Index(RenderModel model) in C:\dev\AGL101\AGL101\Controllers\BaseController.cs:14
lambda_method(Closure , ControllerBase , Object[] ) +93
System.Web.Mvc.ReflectedActionDescriptor.Execute(ControllerContext controllerContext, IDictionary`2 parameters) +273
System.Web.Mvc.ControllerActionInvoker.InvokeActionMethod(ControllerContext controllerContext, ActionDescriptor actionDescriptor, IDictionary`2 parameters) +38
System.Web.Mvc.<>c__DisplayClass13.<InvokeActionMethodWithFilters>b__10() +119
System.Web.Mvc.ControllerActionInvoker.InvokeActionMethodFilter(IActionFilter filter, ActionExecutingContext preContext, Func`1 continuation) +637
System.Web.Mvc.ControllerActionInvoker.InvokeActionMethodWithFilters(ControllerContext controllerContext, IList`1 filters, ActionDescriptor actionDescriptor, IDictionary`2 parameters) +720
System.Web.Mvc.<>c__DisplayClass1d.<BeginExecuteCore>b__19() +40
System.Web.Mvc.Async.<>c__DisplayClass1.<MakeVoidDelegate>b__0() +15
System.Web.Mvc.Controller.EndExecuteCore(IAsyncResult asyncResult) +53
System.Web.Mvc.Async.<>c__DisplayClass4.<MakeVoidDelegate>b__3(IAsyncResult ar) +15
System.Web.Mvc.<>c__DisplayClass8.<BeginProcessRequest>b__3(IAsyncResult asyncResult) +42
System.Web.Mvc.Async.<>c__DisplayClass4.<MakeVoidDelegate>b__3(IAsyncResult ar) +15
System.Web.CallHandlerExecutionStep.System.Web.HttpApplication.IExecutionStep.Execute() +606
System.Web.HttpApplication.ExecuteStep(IExecutionStep step, Boolean& completedSynchronously) +288
```

**Version Information:** Microsoft .NET Framework Version: 4.0.30319; ASP.NET Version: 4.0.30319.18448

### ON YOUR DESKTOP COMPUTER

1. Open your internet browser, and clear your browsing data history, and the saved password for Mecardo. Below are the procedures for doing this for major browsers.

#### For Internet Explorer:

1. Open the Tools menu.
2. Select Internet Options.
3. On the General tab, go down to the section called 'Browsing History'.
4. Click Delete.
5. Make sure the Passwords option is marked with a tick.
6. Click Delete.
7. Close your browser, then go back into [www.mecardo.com.au](http://www.mecardo.com.au) and log in again. Remember to check the 'Keep me logged in' box to avoid having to log in each time.

## For Google Chrome:

1. Open the **Chrome** menu using the button (with the 3 lines) on the far right of the browser toolbar.



2. Choose **Settings** from the left-hand menu.
3. Click **Show advanced settings** at the bottom of the page.
4. Click **Manage passwords** in the “Passwords and forms” section. In the **Passwords** dialog box that appears, hover over the site whose password (in this case, Mecardo) you’d like to remove and click the **X** that appears.
5. Close your browser, then go back into [www.mecardo.com.au](http://www.mecardo.com.au) and log in again. Remember to check the ‘Keep me logged in’ box to avoid having to log in each time.

## For all other browsers:

Google ‘how to remove saved passwords in [INSERT BROWSER NAME]’

When you have removed the saved passwords:

1. Close your browser, then go back into [www.mecardo.com.au](http://www.mecardo.com.au) and log in again. Remember to check the ‘Keep me logged in’ box to avoid having to log in each time.

## ON YOUR IPAD OR IPHONE

### A. Remove saved password for Mecardo

1. On your iPad, go to Settings, then scroll down to Safari (in fourth section down) and click on it.
2. Go to General / Passwords & Autofill, then Saved Passwords
3. Click on ‘Edit’, then scroll down to the entry for Mecardo.
4. Select this entry, then click on Delete

## **B. Clear browsing history**

1. Go back to Settings, then Safari.
2. Scroll down until you find 'Clear History'
3. Click on 'Clear History'
4. Click on 'Clear Cookies and Data'

### **More information:**

Contact [ask@mecardo.com.au](mailto:ask@mecardo.com.au) if you continue to receive this error message.