



Texas Energy Report “Remember Me” - FAQ

After many requests we are glad to announce our “Remember Me” auto-login function. The need to facilitate an easier way to login to the secure, subscriber areas of our website is available with the “Remember Me” function.

The next time you login to the Texas Energy Report check the box for “Remember Me”

_____See Notes Below_____

What happens when I log in on my laptop, tablet or phone and invoke “Remember Me”

--A cookie is placed on your device that identifies your subscription to our server. This automatic identification allows you to pass directly to any of our content without having to manually log in. The cookie remains in your browser until you remove it, therefore you are free of manually logging in unless you remove the cookie.

_____See Notes Below_____

Can I get access to password protected information on two devices at the same time?

--It depends on what kind of subscription you have. If you have a single license subscription, your user name and password gives you one access at a time. If you are switching from one device to the other immediately, you will need to log out of the first device to get access for the second device.

Or you can simply wait 15 minutes and your access will “time out” on one device and enable access to a another

1 license = 1 access on any kind of device

_____See Notes Below_____

What about site licenses? What happens if we have half a dozen site licenses on a single subscription?

--Site licenses are a little different. A site license allows multiple people to login using the same user name and password at the same time. So a group of six licenses will grant access to six devices at the same time. The best rule of thumb for site license users is to log out of one device when finished or before accessing another. That way, the six licenses are all free to be used by the licensees.

1 license = 1 access on any kind of device

6 licenses = 6 access on any kind of device

5 licenses = 5 access on any kind of device

4 licenses = 4 access on any kind of device

3 licenses = 3 access on any kind of device
2 licenses = 2 access on any kind of device

____ See Notes Below ____

What happens if I forget to log out.?

--Every "log in" (Remember Me or Manual) automatically times out after 15 minutes of inactivity and frees up that license so another device can have access.

____ See Notes Below ____

What if I decide I don't want the "Remember Me" function? You simply have to clear cookies from the device and your normal service requiring a manual log in will be restored. No other action is required.

NOTES:

"Best Practice" would be to dump your browser cache and cookies, before you activate "Remember Me". (It is not absolutely necessary, but a strong suggestion)

Every browser provides for you to remove the cookies that have been accumulated through browsing. The best practice is to remove the cookies and cache entries, close your browser and begin again to access the Texas Energy Report website.