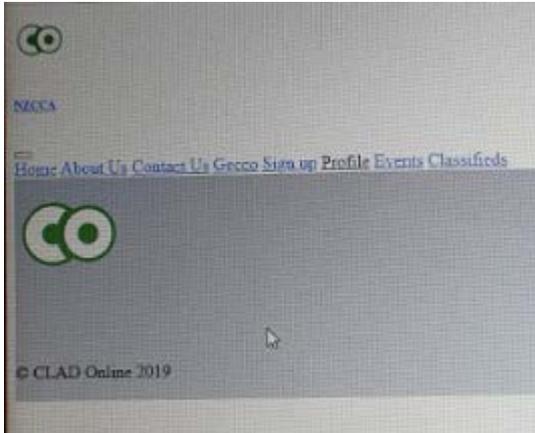


Website Error Messages

CO with a white page or 429 – Too many requests



429 - Too many requests

From time to time you may experience one of these login errors.

CO with a white page

This error occurs due to overloading. Please try again by clicking the back button or going to the web page again. You may need to try again more than once. If this doesn't work, try the 429 instructions below.

429 – Too many requests

The 429 issue is caused by cookies and web history that web browsers e.g. Chrome, Firefox, Safari, Firefox, Edge track. If you get either of these error pages you will need to clear your web browsing history and cookies.

Please view the videos below to take you through this process (you can skip any advertisements). It is really easy to do and only takes a few seconds.

Because you are deleting your webpage history and files that websites use to make access quicker to their websites, we suggest you clear the history for the last 7 days (or similar period - if this is an option) first. If you still get one of the login error messages: try clearing the history for the last 4 weeks, or as a last resort 'All time'.

Deleting the history will not harm your computer, but you may need to re-enter some passwords when you next visit some sites.

Not sure what web browser you are using?

Simply right click on the icon that you use to open your browser. This should show the browser name.

Google Chrome

<https://www.youtube.com/watch?v=MQaUrLhxZJ0>

Firefox/Mozilla

<https://www.youtube.com/watch?v=foMbKtIFaVs>

Microsoft Edge

<https://www.youtube.com/watch?v=PqlbvDFfXtw>

Apple/Mac Safari

<https://www.youtube.com/watch?v=mY-keJ3xqhk>

Once you have deleted the history try logging into the NZCCA website again. Hopefully you should now be able to login.

Still can't login?

Try deleting all history by repeating the steps in the video above.

Still having trouble?

Try resetting your password

Tried all of the above/unsure what to do?

Contact the NZCCA Administrator for further help info@nzcca.org.nz.