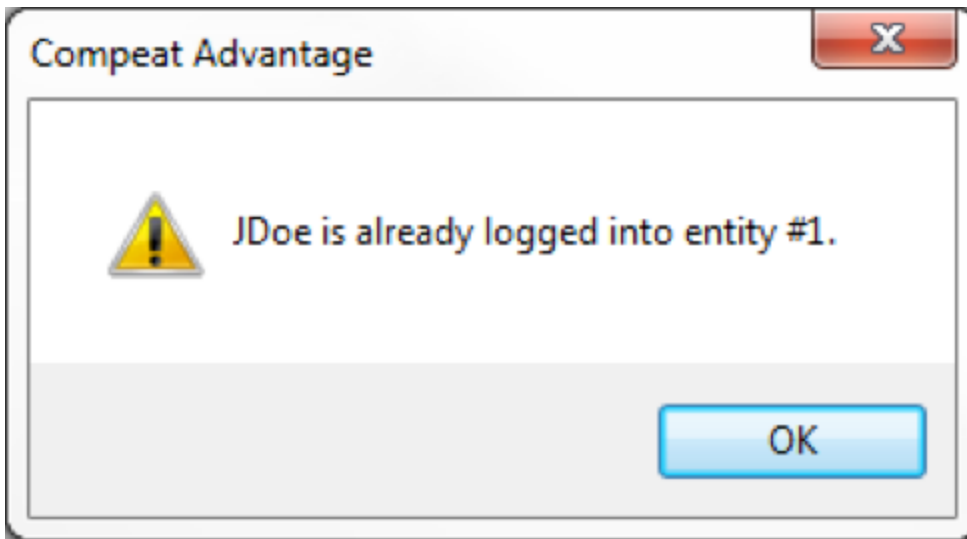


## FAQ

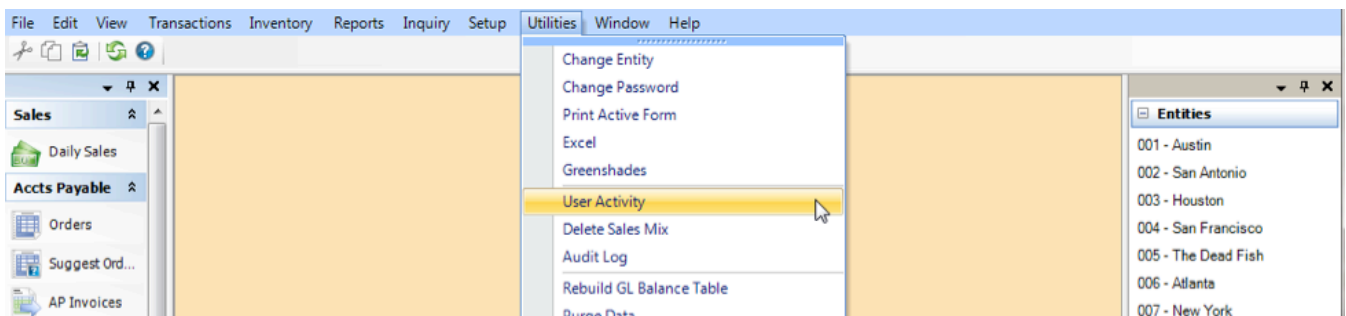
[Home](#) / [FAQ](#) / I'm trying to log into Advantage and It says I'm already logged into that entity. What do I do?

### **I'm trying to log into Advantage and It says I'm already logged into that entity. What do I do?**

If Advantage unexpectedly quits, or you are forced to close the program, it might not delete your login record. This can also happen if there is a power outage at your site, or an issue with the internet connection.

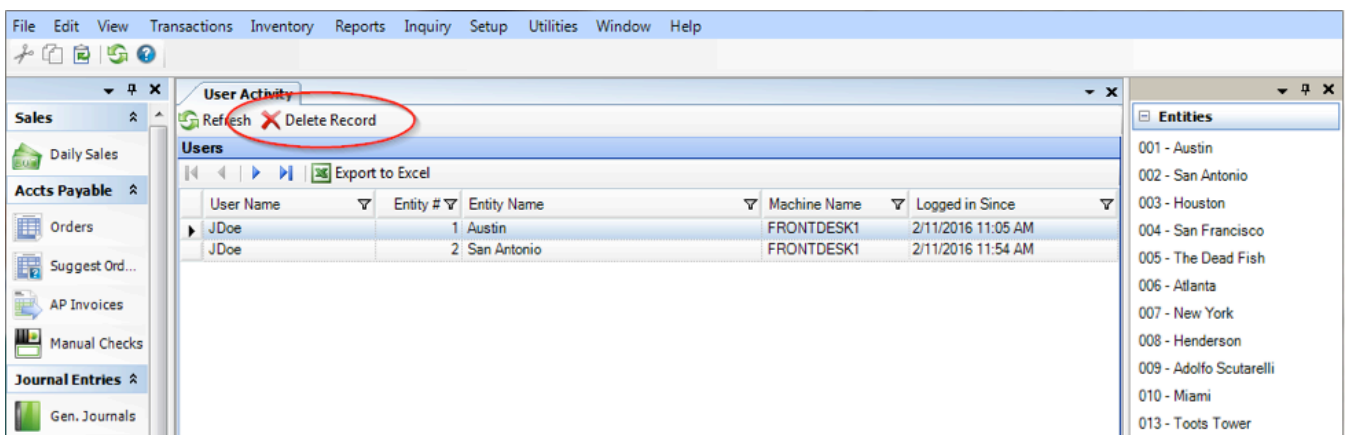


Resolving this issue is simple, however it will depend on your access within Compeat.



If you have access to multiple entities, log into any other entity.

1. Go to **Utilities** > **User Activity**.
2. Find the record for you in the entity you are trying to access. Highlight the record and select **Delete Record**.



You should now be able to log into the desired entity without issue.

If you do not have multiple entities, you will need to have a co-worker with access to **User Activity** or your system administrator perform this action for you.

Was this Helpful ?

yes

no

Can access Advantage on my Mac.

How do I re-set my security password?

My Vendor Aging Report shows a \$0 balance with invoices and credit memos. How do I clear them off the report?

My Customer Aging Report shows a \$0 balance with invoices and payments. How do I clear them off the report?

There is an invoice or payment showing on my Vendor Aging that shouldn't be. Why?

How do you set up bank import templates?

What should Load Open Items for Bank Reconciliation be used for?

I just set up new periods (or closed a period), but I'm still getting an error to enter a date in an open period. How do I fix this?

Why can't I select an invoice for payment?

Why can't I find an invoice I want to void?

Can you help me understand inter-company postings?

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