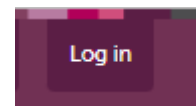
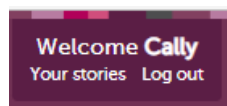
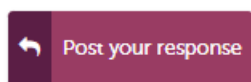


## Struggling to post a response?

This might be because you aren't logged in. If you can't see the purple "post your response" box under the story, check and see if there is a message saying "Welcome \*your name\*" in the top right of the screen.

If not, it will say "log in".

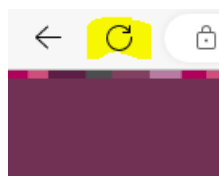
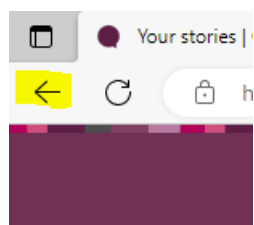
Click "log in". (Forgot your password? No problem, you can reset it here - [Forgotten your password?](#))



Once you have typed in your log in details and logged in to your account, you'll see your log in screen with a list of stories within your service.

**So** - you need to get back to the story you were wanting to respond to and there's 2 ways to do this:

- You can click "**back**" in your browser until you are back on the story and then **refresh** the page
- OR click the link (URL) you have to open the story again, and click **refresh**.



If you have received a link to a story via a Care Opinion email alert, remember that clicking this link automatically logs you into your Care Opinion account, but only once, this is for security reasons (to ensure that if you do not click the link, but instead you forward your email to someone else, they cannot click the link and respond as you and access your Care Opinion account). This sometimes catches people out if they click the link, read the story, then come back to it later to post a response and cannot. That's why the best thing to do is just check you're logged on, log in if not, open the story again and refresh the page.

If you still cannot post a response, but you are logged in and have clicked refresh, this may be because you do not yet have access to post a response to this story. If that is the case, please contact the Care Opinion team or your Care Opinion administrator.

Does this happen often? Why not save this document to your desktop to quickly access it for help next time!

If you have any questions, please ask! We're here to help. Email us at [info@careopinion.org.uk](mailto:info@careopinion.org.uk)

You can also head over to our ['Subscriber know how' page](#) to get more help

