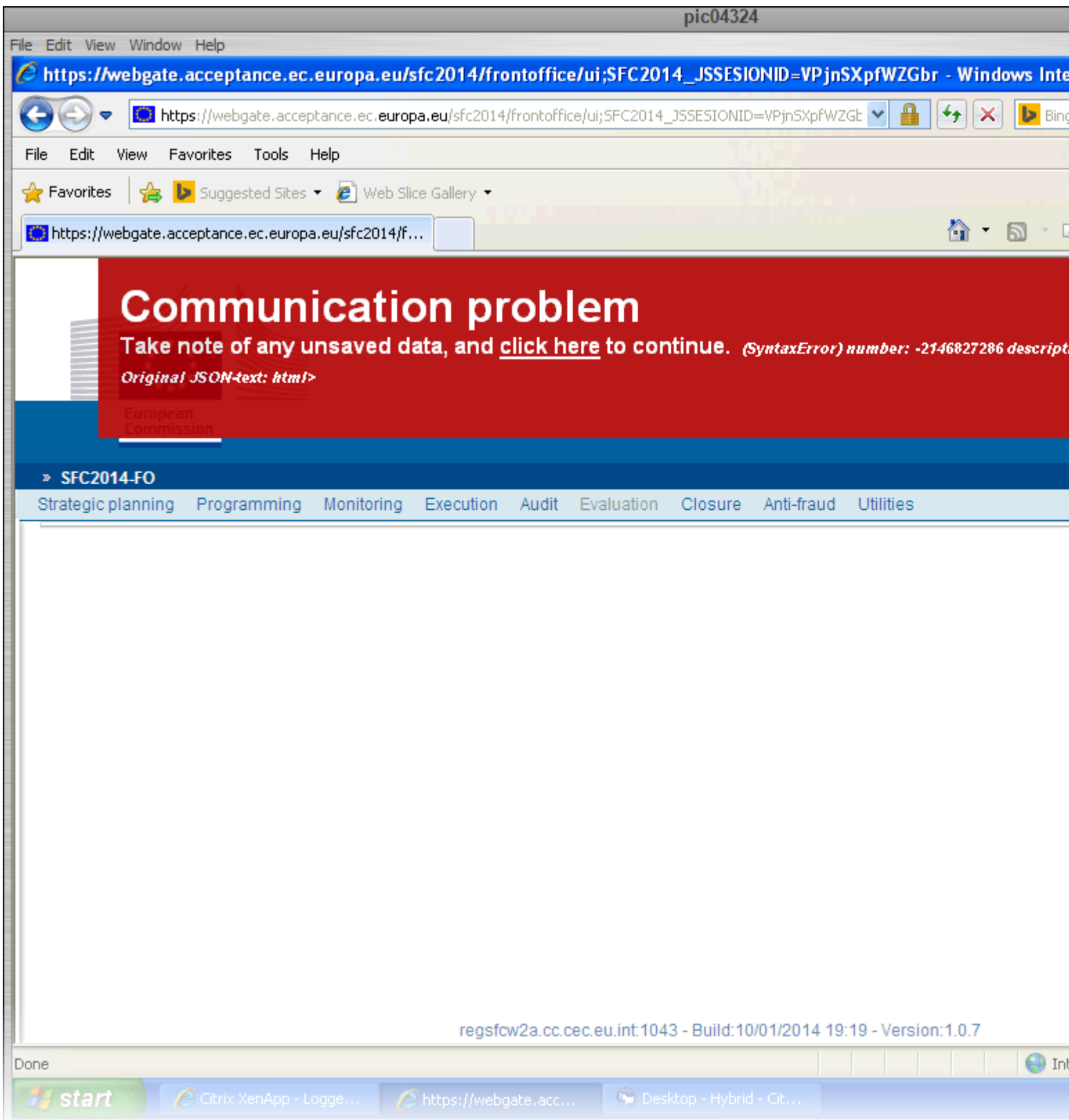


Issue - I always get a Communication problem error and cannot access SFC2014. What should I do?

A **communication problem error** (like the one below) is most likely because you're not using the correct URL to access the application.



Please make sure you're logging in to <https://webgate.ec.europa.eu/sfc2014/frontoffice/ui> .

If SFC2014 is saved in your favourites, make sure it is saved correctly like this

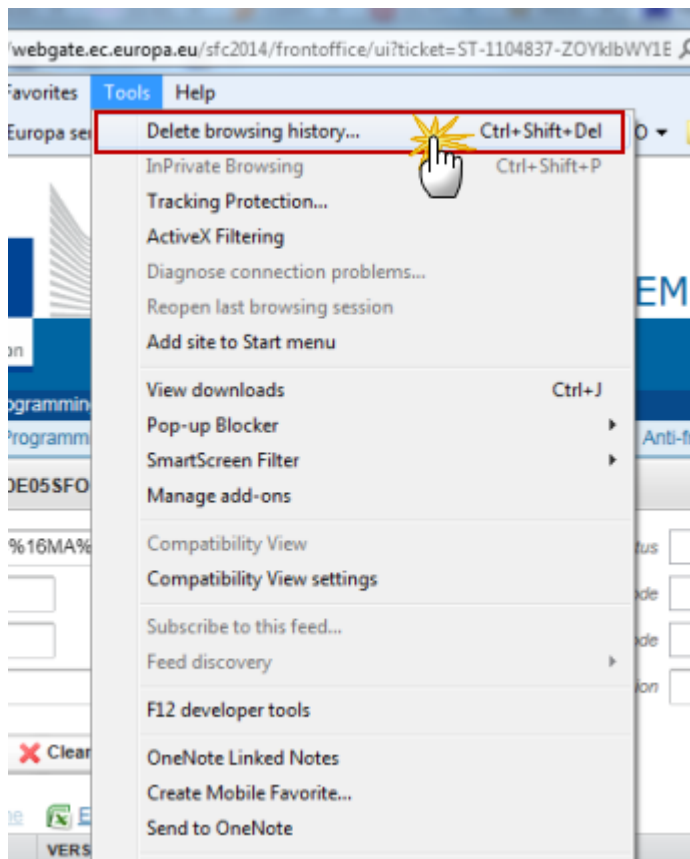
<https://webgate.ec.europa.eu/sfc2014/frontoffice/ui> ?and **not with a string at the end** (eg:

[https://webgate.ec.europa.eu/sfc2014/frontoffice/ui?ticket=ST-2586901-
wsTm0beevLziHDdCx0EoXdiuRN83lza1DKnul2V02jKfTKHP22rIZJlnGyv3JyZ00JyOgLJzoDkwOd4CYu1fXMW-
Jj71zxYb8yr8IROlzRp19F-L8uDtzZeFc3TzJn8s0bfsFvj6dzrpAzUF5gRmt9LKuJ5](https://webgate.ec.europa.eu/sfc2014/frontoffice/ui?ticket=ST-2586901-wsTm0beevLziHDdCx0EoXdiuRN83lza1DKnul2V02jKfTKHP22rIZJlnGyv3JyZ00JyOgLJzoDkwOd4CYu1fXMW-Jj71zxYb8yr8IROlzRp19F-L8uDtzZeFc3TzJn8s0bfsFvj6dzrpAzUF5gRmt9LKuJ5)).

To solve the problem you will have to **clear the cache of your browser first and try to log on again using the correct URL**: <https://webgate.ec.europa.eu/sfc2014/frontoffice/ui> .

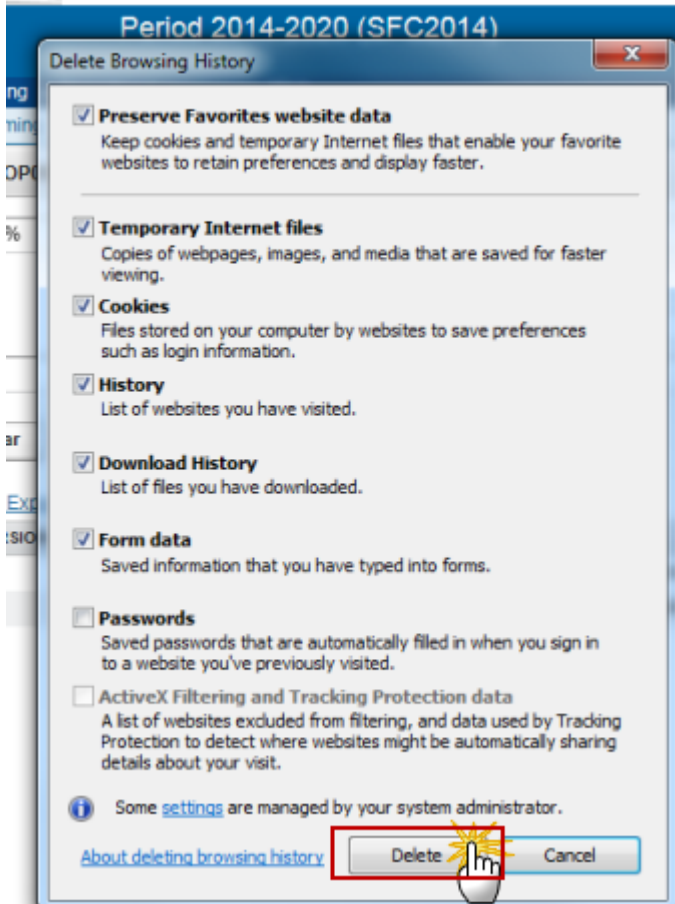
To clear the cache of your browser please proceed as follows:

In Internet Explorer:

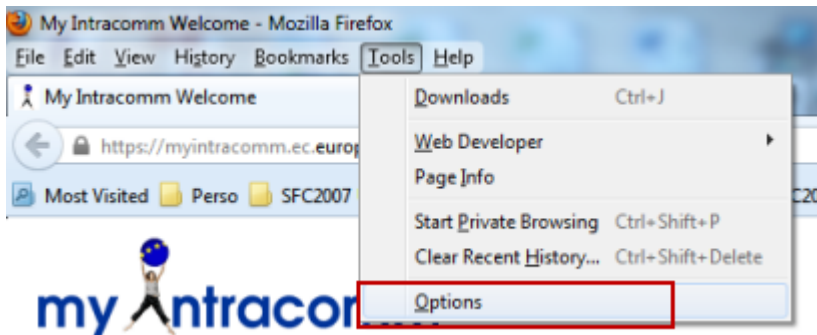


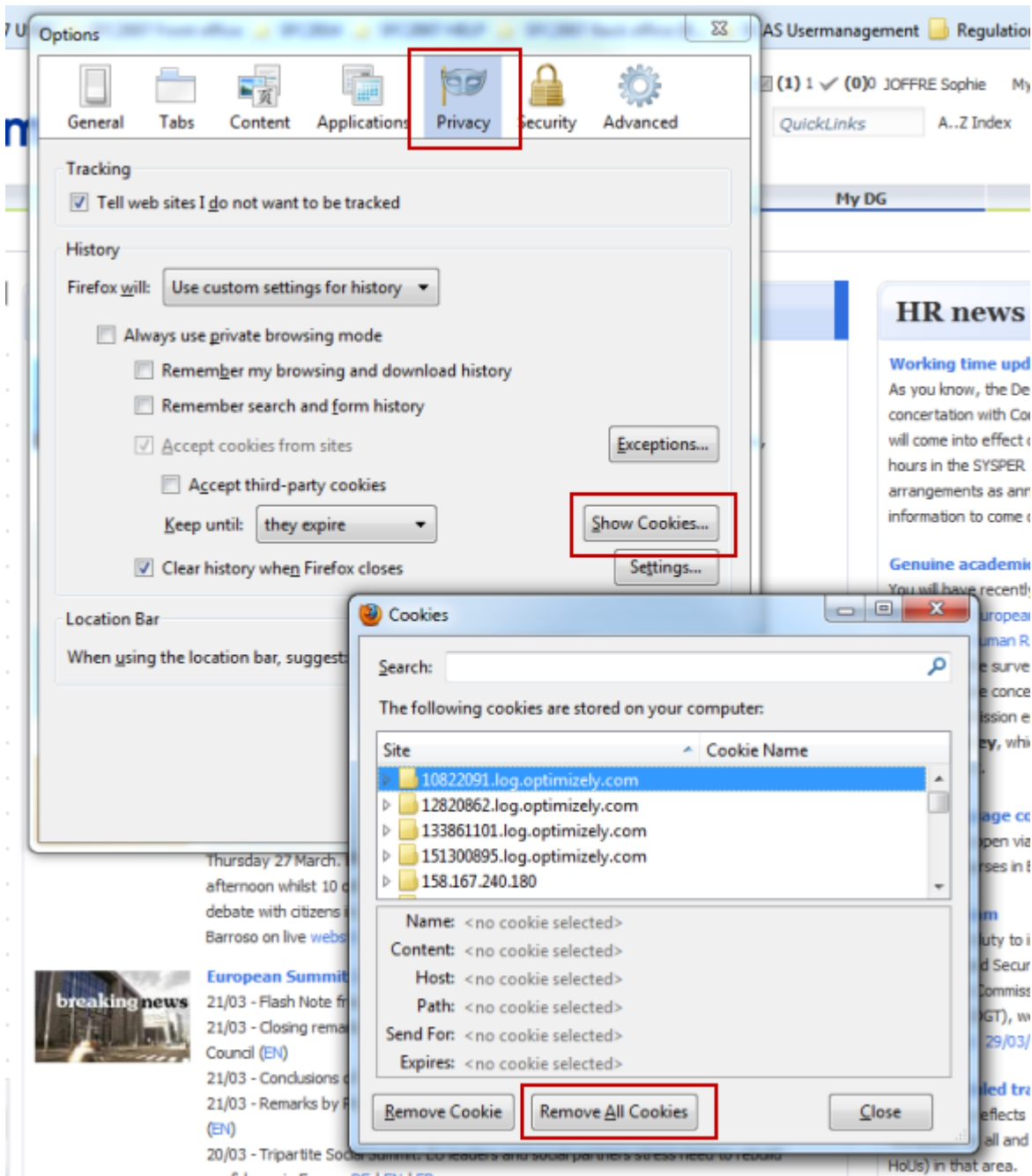
SHARED FUND MANAGEMENT

Period 2014-2020 (SFC2014)

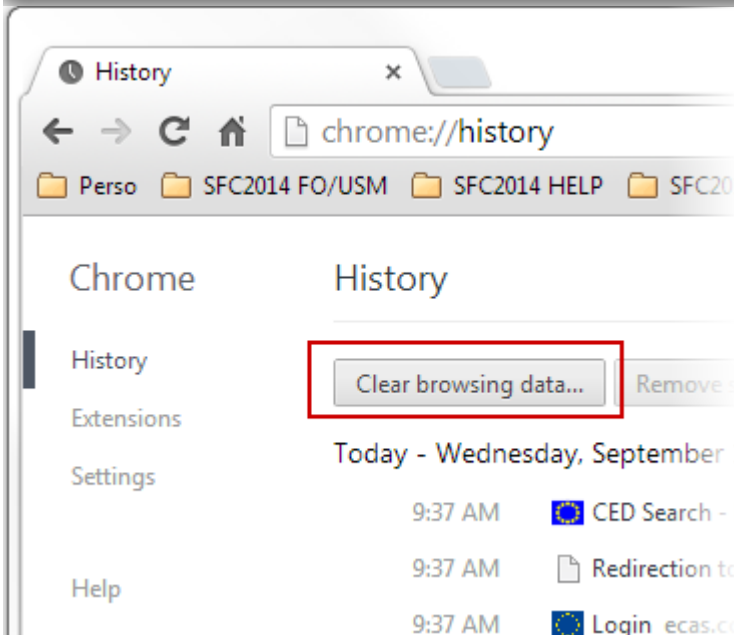
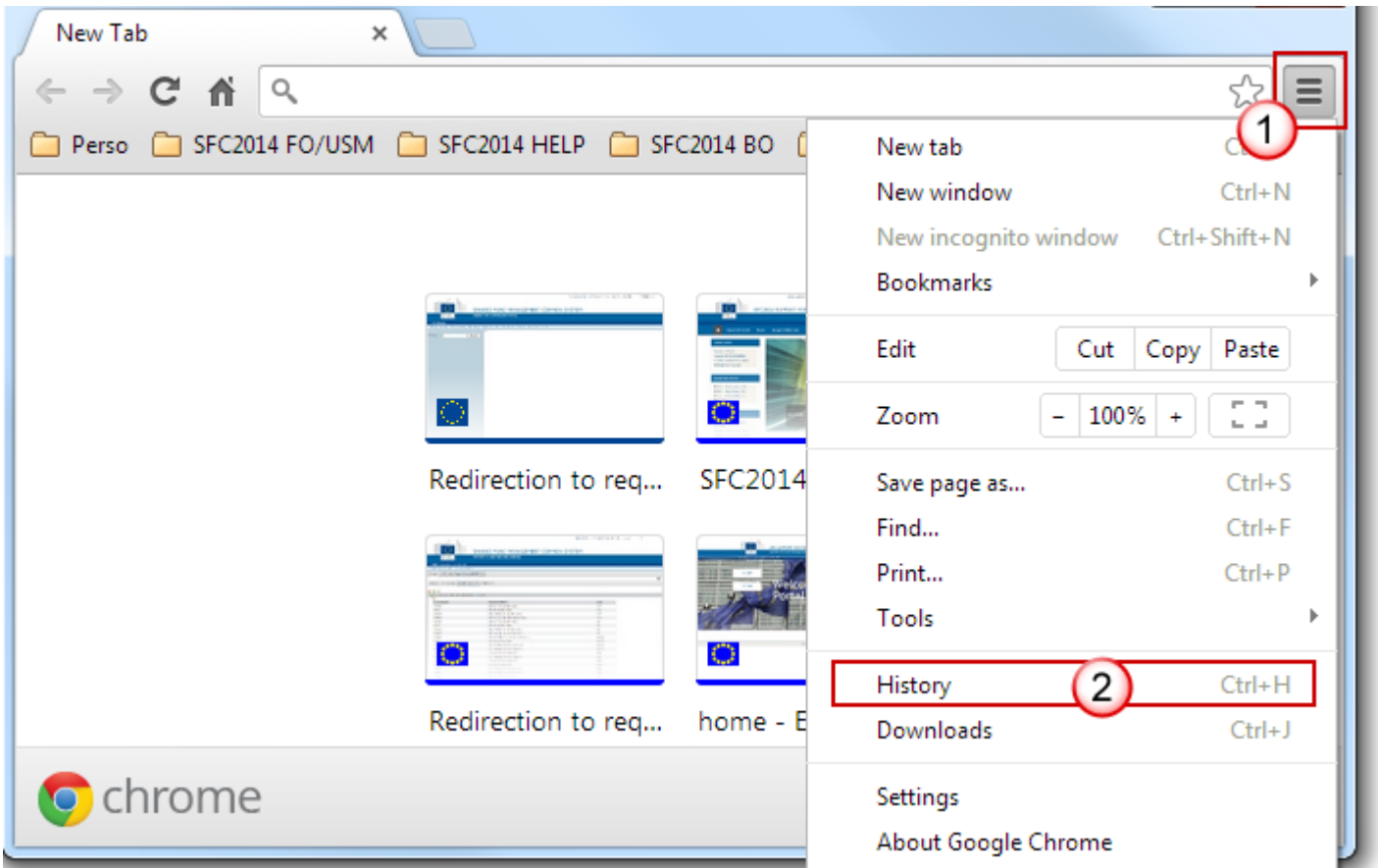


In Firefox:





In Google Chrome:




Clear browsing data

Obliterate the following items from the beginning of time ▾

- Clear browsing history
- Clear download history
- Delete cookies and other site and plug-in data
- Empty the cache
- Clear saved passwords
- Clear saved Autofill form data

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