



Currently there are two reported technical problems that some viewers are experiencing with the Sup Crossing Live Tracker. In an effort to provide assistance in resolving these problems, please refer to the information below.

IOS Devices Technical Update:

The tech team at Inmarsat have confirmed the live tracker is operational and has been functioning perfectly since Chris' departure. They were able to recreate the live tracker unable to load problem in their environment and found this to be a problem on devices with an IOS operating system. Both the Macbook and iPhone may be affected.

The problem is related to cookies. Our technical team cleared out their history and cookies and/or opened up a private window (CMD+SHIFT+N on the Mac) or (New browser+Private) to resolve the problem.

Please contact Apple Support for further assistance.

Live Tracker Login Screen

From Inmarsat Technical Support: The link to the tracker is a working link and has been tested on a number of different devices, operating systems and browsers and all work fine.

However, if people have been copying the link from the address bar of their browser once they have viewed the tracker and/or have saved the link or sharing it, it will prompt a login. This is due to the fact the link provides access to a secure portal to a personal account, the security prevents cut and paste functionality to ensure only people with access to the original link can access this information. It also means that people who want to access the information have to visit your page to do so.