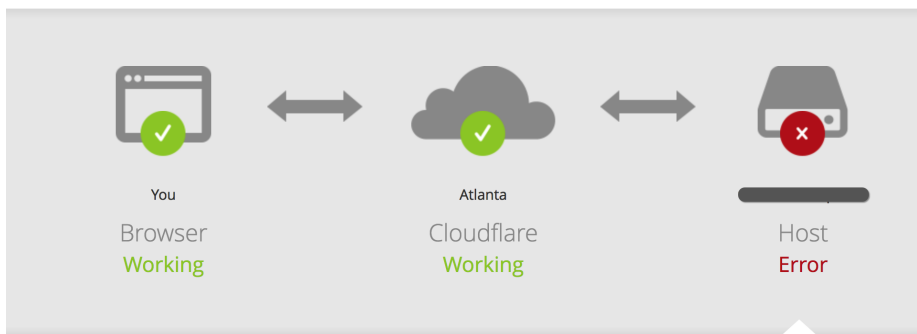


# [LMS] Logging in to LMS takes forever

<b>Code</b>		<b>Author</b>	BrainCert
<b>Created Date</b>	2017-06-22 00:07:06	<b>Last Update</b>	2017-06-22 00:08:19
<b>Rating</b>	☆☆☆☆☆	<b>Votes</b>	10

Logging in to LMS using BrainCert subdomain takes forever to sign in. If you are using CCloudFlare SSL proxy with external domain, you will see "Error 524" timeout issues when signing in.

Error 524 Ray ID: 372b970adacb8279 • 2017-06-22 01:57:55 UTC  
A timeout occurred



This may happen when you have an improperly configured custom SMTP mail relay setting and the feature to notify admin is turned on in 'Account & Settings' --> 'User registration' --> 'Notifications'.

The screenshot shows the 'Account & Settings' interface. The 'User registration' menu item is highlighted in red. The 'Notifications' section is active, showing 'Account Notifications' and 'User Notifications'. Three notification triggers are listed, each with a 'Yes' dropdown menu and an 'Edit email template' button. The 'Yes' dropdowns are also highlighted in red.

To fix login timeout issues, turn off account notifications to "No" for the above e-mail triggers.

Go to, 'Account & Settings' --> 'Mail Relay' and check "Yes" to use BrainCert Mail Server.

Set up outgoing email (SMTP) for sending e-mails from your LMS.

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**Use BrainCert Mail Server?**

Yes  No

Save

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Turning off all account related email notifications is recommended when setting up or troubleshooting custom mail server related issues.