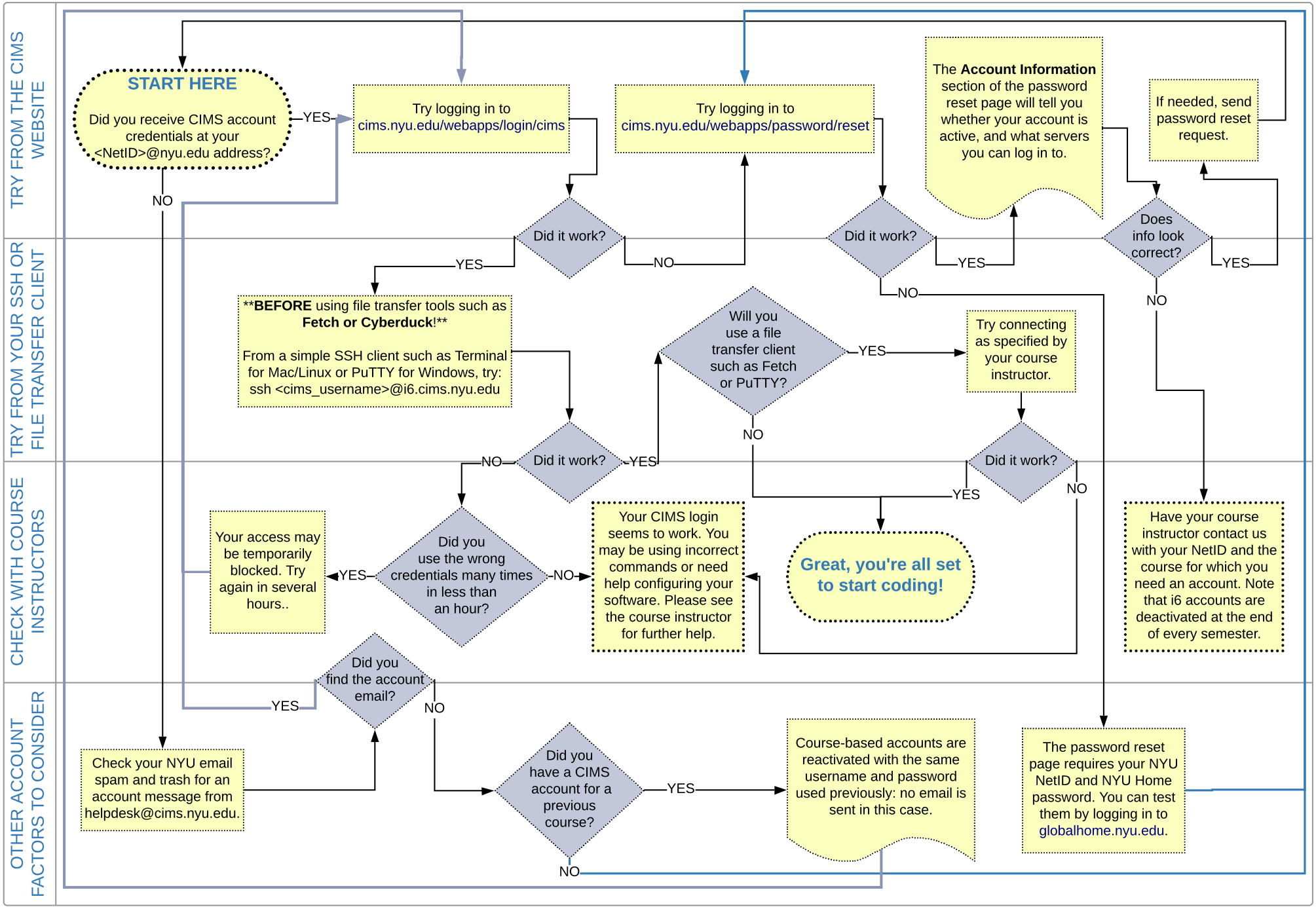I6 ACCOUNT ACCESS: TROUBLESHOOTING FLOWCHART