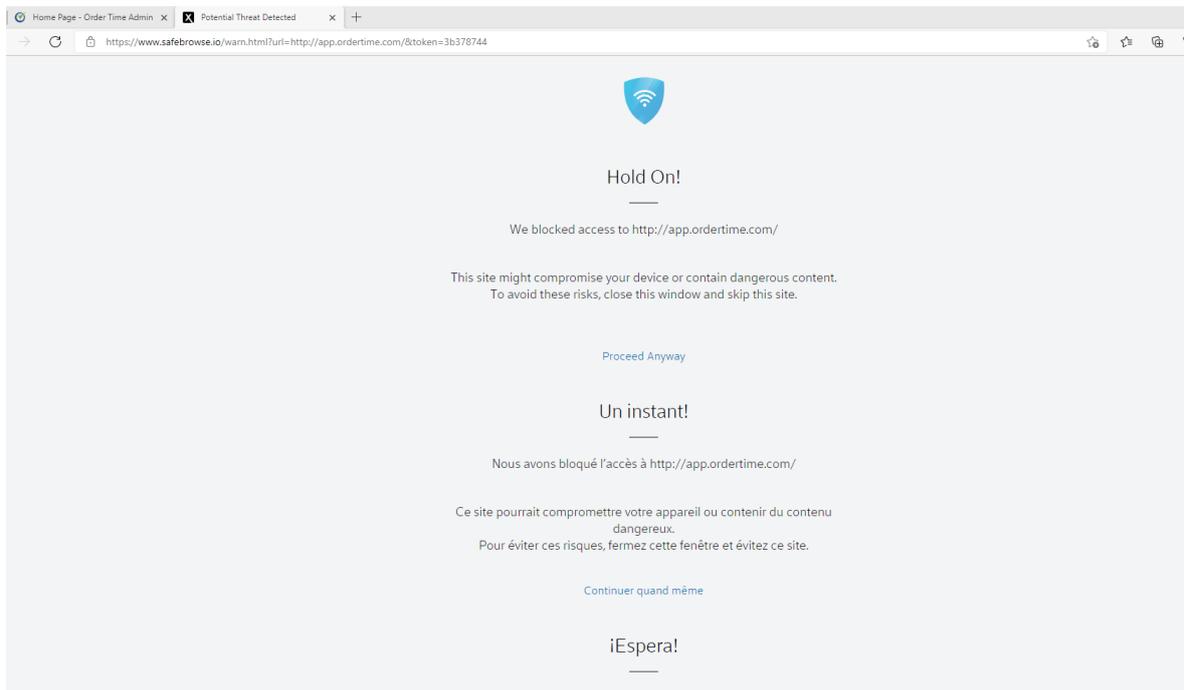


# Log In Error: xFi Advanced Security for Comcast

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## Troubleshooting Issue: Issues Logging in with Comcast Xfinity

For users having trouble logging in, or if you see a page like this:



## Solution

You can either click to **Proceed Anyway** each time OR try disabling your advanced security settings from Comcast by following the instructions below.

## Disabling xFi Advanced Security



1. Log into your *Comcast Xfinity* account by using [this link](#).
2. Click on *My Services*.
3. Change the *xFi Advanced Security* to *Disable*.
4. Once you finish doing this, proceed to [app.ordertime.com](https://app.ordertime.com) to log in.

## Report Order Time as Safe

If you are having this issue please visit: <https://spa.xfinity.com/report>

Select "**I can't reach a website that I want to go to**" and enter [app.ordertime.com](https://app.ordertime.com) as the URL.

As always, if you require assistance email us at [support@ordertime.com](mailto:support@ordertime.com)