

Login troubleshooting

Accessing Cachematrix™ by BlackRock should be seamless, but it's possible you may encounter some technical difficulties upon your first login. Should you have issues logging into the Cachematrix by BlackRock platform, please follow the below troubleshooting instructions.

Make sure there are no extra spaces in your username or password and that your password is correct.

It's possible that there may be an extra blank space after your username. Ensure that there are no additional spaces where there should be none.

If you have forgotten your password or need to reset your password for any reason, click **Forgot password**.

Ensure your browser is up to date.

We recommend using the latest version of Google Chrome, Microsoft Edge, or Firefox to access the Cachematrix by BlackRock platform.

For additional details on supported browsers, [click here](#).

To update your Google Chrome browser:

1. Click on the three dots in the top right corner of your Google Chrome browser window.
2. If an update is available, **Update Google Chrome** will appear.
3. Select **Update Google Chrome**.
4. Google Chrome will ask you to relaunch the browser. Select **Relaunch**.

Using Google Chrome, access the platform incognito.

1. Click on the three dots in the top right corner of your Google Chrome browser window.
2. Select **New Incognito Window**. This will open a new browser window and will display the message, "You've gone incognito."
3. Type in the new platform URL link: www.blackrock.com/cmb
4. Log into the platform using your credentials.

Need assistance?

Contact [Cash Portal Services](#) or reach out to your relationship manager directly.