This document is intended to help you troubleshoot the login issue in PUIS. Please check the solution provided in the list below in that case. Please contact us at pu-softdev@president.ac.id if you get other symptoms.

1. *Symptom*   : "Login Failed!" Popup appeared
    Reason   : Your login information is invalid.

    Please make sure that your **email address** and **password** are correct.
    The user ID must be filled by your *registered* email address. Your registered email address can be found in Profile section after you login.

    Click *Forgot Password* if you forgot your password.
    If this didn't work, please contact us.

2. *Symptom*   : No error message after click Login button.
    Reason   : 1) Connection issue, or
                         2) Problem with browser cache, see *Symptom number 3 below*.

    Please make sure that your **connection** is stable by visiting another website.

3. *Symptom*   : When accessing PUIS menu, you were being redirected to Login Page.
    Reason   : Problem with your browser cache

    Sometimes, your browser cache might get corrupted which causing problem in your login session. To fix the problem you have to clear your browser cache and then reload the page, or simple use *Incognito Window* in Chrome or *Private Window* in Firefox to open PUIS. Since these windows will load PUIS without any cache, it will be solve the issue in trade of the longer page load time.

    Please follow the guides in the appendix section to clear browser cache only for PUIS, so that other sites will not be affected.

    Windows User:
    a. Appendix 1 - Clear Cookies on Chrome
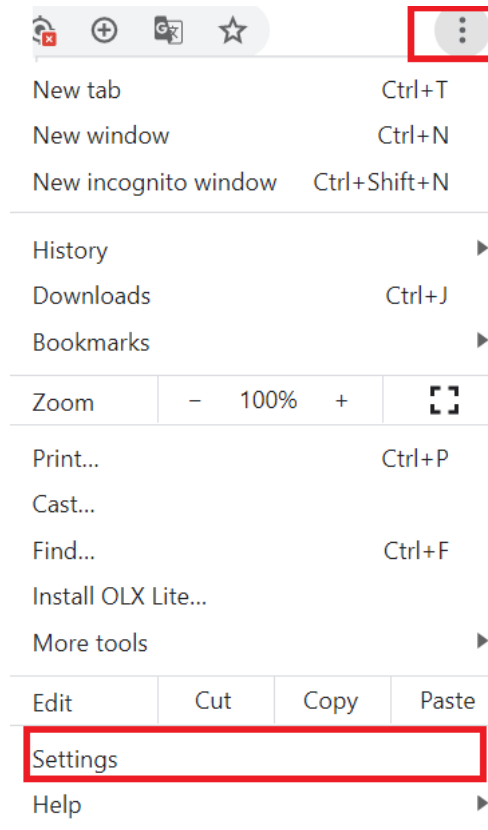   b. Appendix 2 - Clear Cookies on Mozilla Firefox
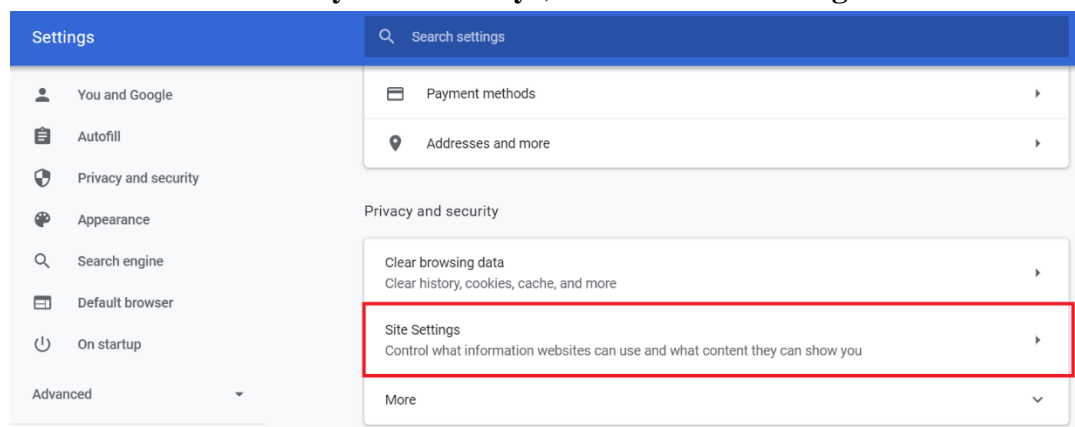
APPENDIX 1 – How to clear cache on Chrome

1. Click menu icon and click sub menu '**Settings**'

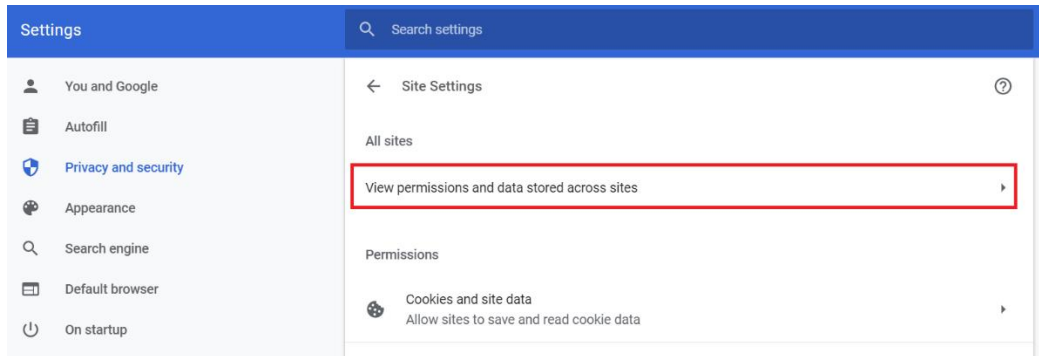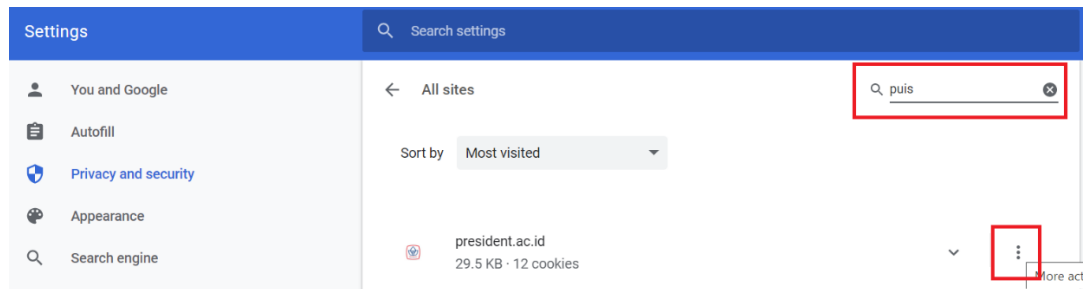2. Scroll down and find "**Privacy and Security**", then click **Site Settings.**

3. Click "**View permissions and data stored across sites**" menu.

4. Type "**puis**" in the search box, and click **more** button on result list.

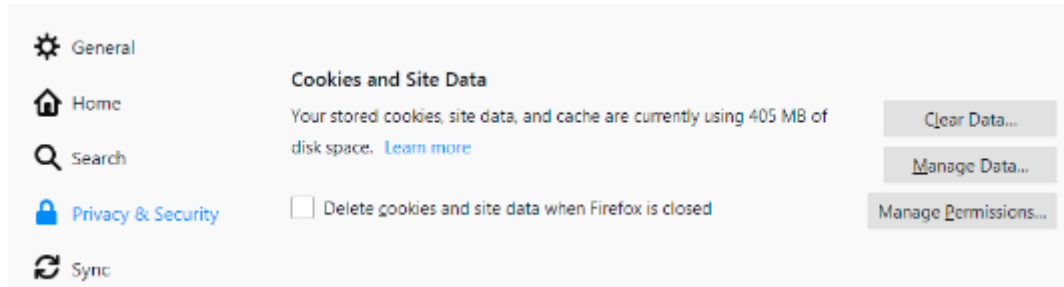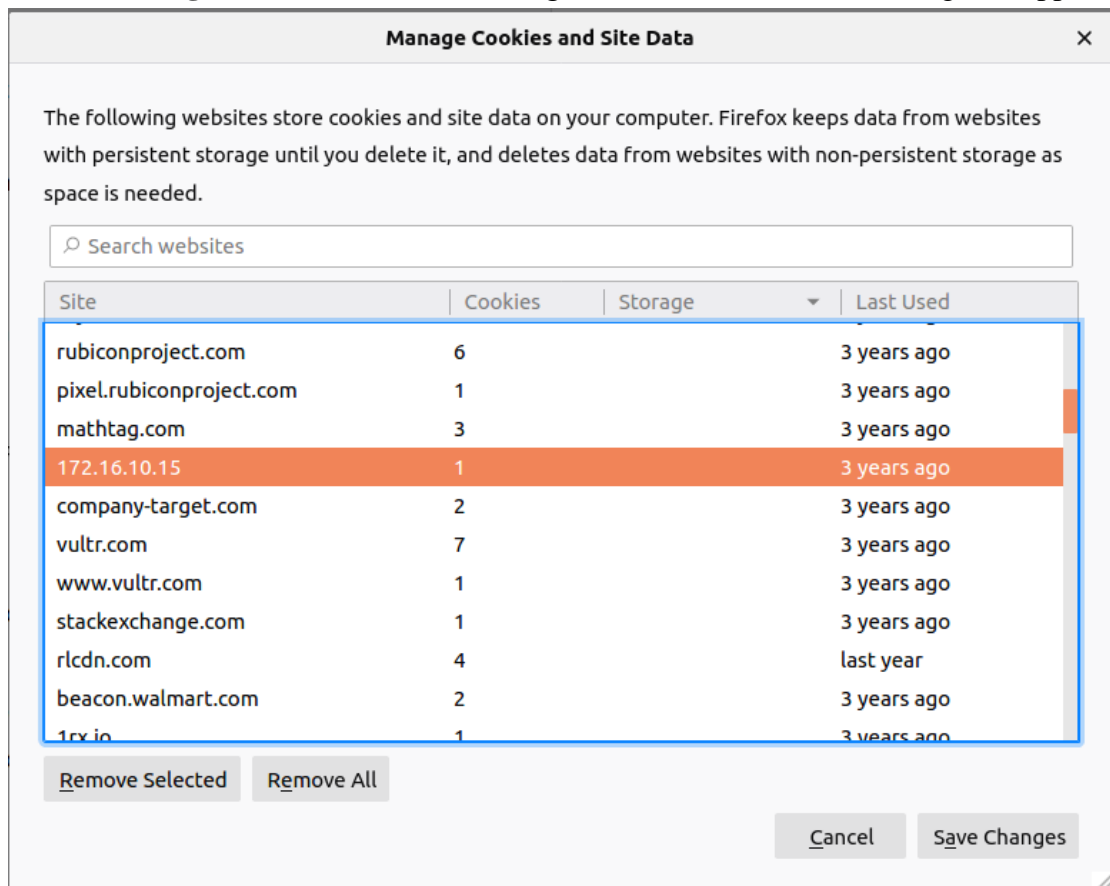5. Click "**Clear Data"** to complete the operation

APPENDIX 2 – How to clear cache on Mozilla Firefox

1. Click menu icon and click sub menu '**Preferences**'
2. Select the "**Privacy and Security**" panel and go to the "**Cookies and Site Data**" section

3. Click the "**Manage Data**" Button. The Manage Cookies and Site Data dialog will appear.

4. In the "**Search website**" field, type puis.president.ac.id and click "Remove Selected" from the result.