

# Troubleshooting Guide – Authentication & System Issues

This document provides a detailed troubleshooting guide for common authentication and system-related issues. It is designed to be used as a reference document and can also be extended or indexed in a Retrieval-Augmented Generation (RAG) system for intelligent support and question answering.

## 1. Login Issues

Login issues may occur due to incorrect credentials, account lockout, network problems, or system downtime. Follow the steps below to resolve login-related problems.

- 1 If you face any login issue, first visit the troubleshooting portal at [troubleshoot.company.com](https://troubleshoot.company.com).
- 2 On the homepage, navigate to the 'Contact Administrator' menu.
- 3 You will find multiple support options such as Chat, Call, and Raise a Ticket.
- 4 Choose the most suitable option. Please note that the Call option is available only from 9:00 AM to 6:00 PM.
- 5 If you choose Chat or Call, the issue is typically resolved immediately based on availability.
- 6 If you raise a ticket, the issue will be analyzed and resolved within 48 hours.
- 7 Ensure that your internet connection is stable and that you are using a supported browser.
- 8 If your account is locked due to multiple failed attempts, wait for the cooldown period or contact the administrator.

## 2. Forgot Password Issues

If you are unable to remember your password, you can reset it using the Forgot Password functionality.

- 1 On the login page, click on the 'Forgot Password?' option.
- 2 You will be redirected to the password recovery page.
- 3 Enter your registered email ID in the provided text field.
- 4 Click on the 'Next' button to receive a One-Time Password (OTP).
- 5 Check your email inbox and spam folder for the OTP.
- 6 Enter the OTP on the verification page to validate your identity.
- 7 Set a new password and confirm it to complete the reset process.
- 8 Once completed, you will receive a confirmation email stating that your password has been successfully reset.

## 3. OTP Not Received

In some cases, users may not receive the OTP required for authentication or password reset.

- 1 Verify that the entered email ID is correct and registered with the system.
- 2 Check your spam or junk mail folder.
- 3 Wait for at least 2–3 minutes, as OTP delivery may be delayed due to network latency.
- 4 Use the 'Resend OTP' option if available.
- 5 If the issue persists, contact support via chat or raise a ticket.

#### 4. Account Locked or Disabled

Accounts may be locked after multiple failed login attempts or disabled due to security policies.

- 1 Wait for the automatic unlock duration if the account is temporarily locked.
- 2 Ensure you are using the correct username and password.
- 3 Contact the administrator if the account is disabled.
- 4 Raise a support ticket with details such as username, time of issue, and error message.

#### 5. System or Network Issues

Sometimes the issue may not be related to authentication but to system or network availability.

- 1 Check your internet connectivity and VPN settings.
- 2 Try accessing the application from a different browser or device.
- 3 Clear browser cache and cookies.
- 4 Verify whether there is any scheduled maintenance or outage notification.
- 5 If the problem continues, report it with screenshots and timestamps.

Note: This document can be used as a knowledge base for RAG systems by chunking each section and indexing it in a vector database to enable contextual troubleshooting assistance.