

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.
- 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.