

Troubleshooting guide when user is not able to Login.

Many times, users are not able to login into the application due to caching issue, below are the suggested approaches by using which login issues can be resolved.

1. Clear browser cookies
2. Open application using Incognito window

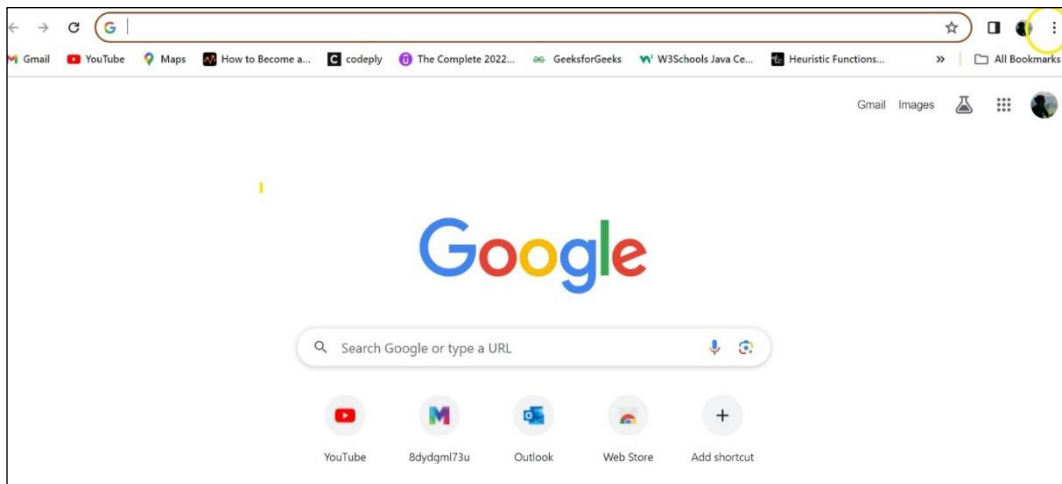
1. How to Clear Browser Cookies – Steps

Why Clear Cookies? Clearing cookies can be beneficial for various reasons:

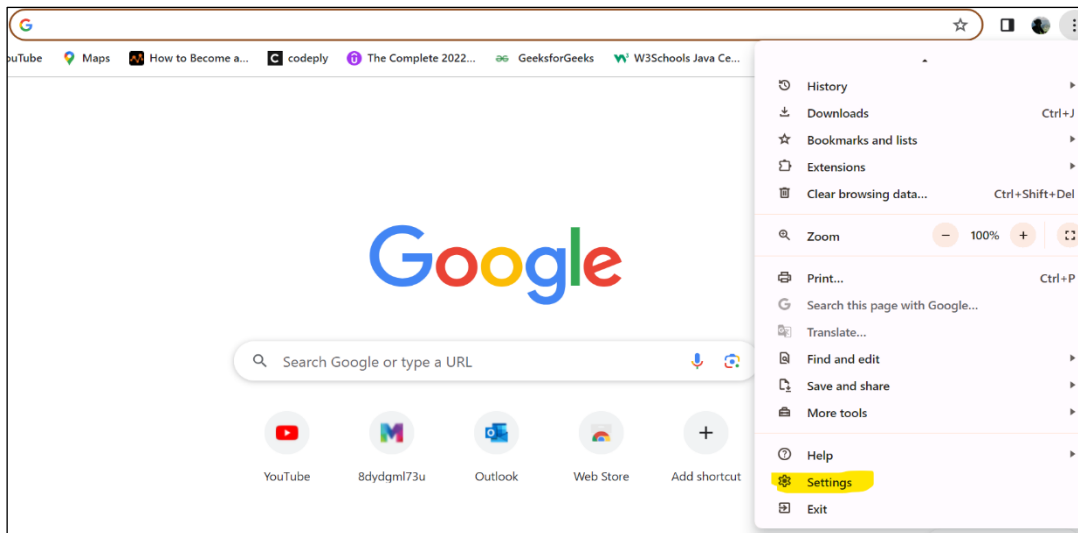
- *Resolving website login issues.*
- *Enhancing privacy by removing stored tracking data.*
- *Improving browser speed and performance.*

Below example is shown for Chrome browser, repeat the same format for other browsers.

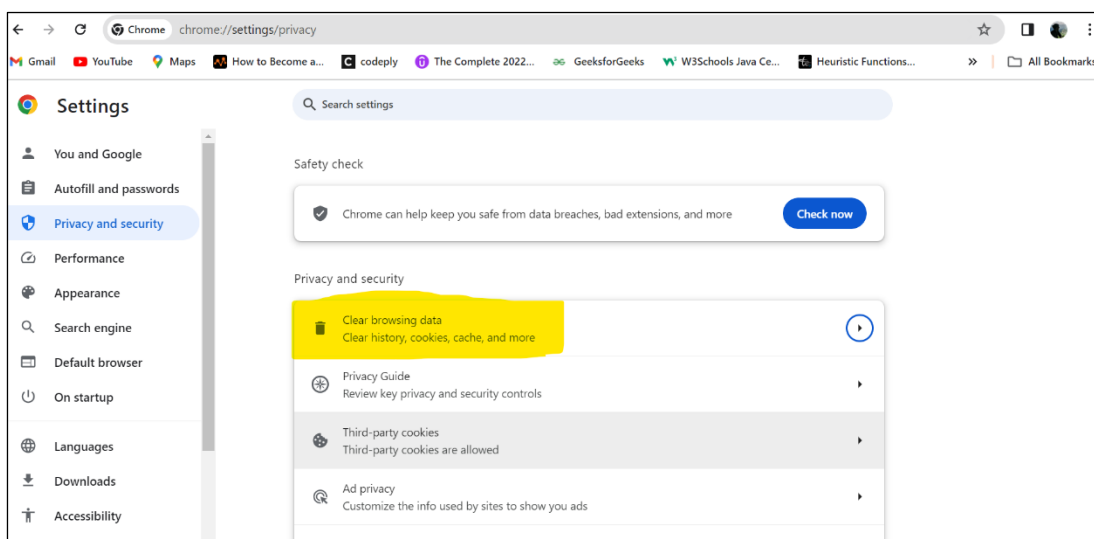
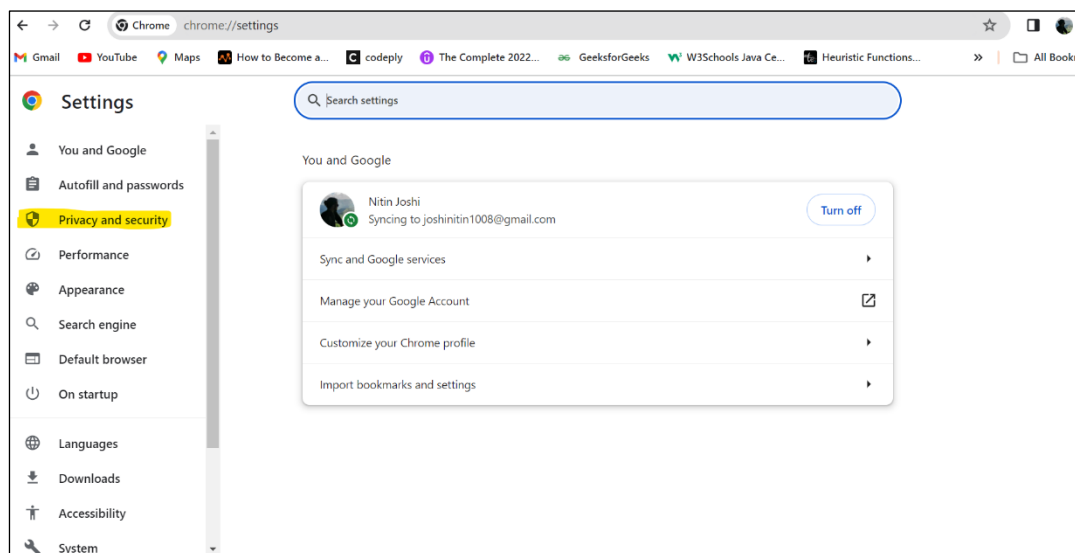
1. **Open Chrome and click on the three dots in the top right corner.**



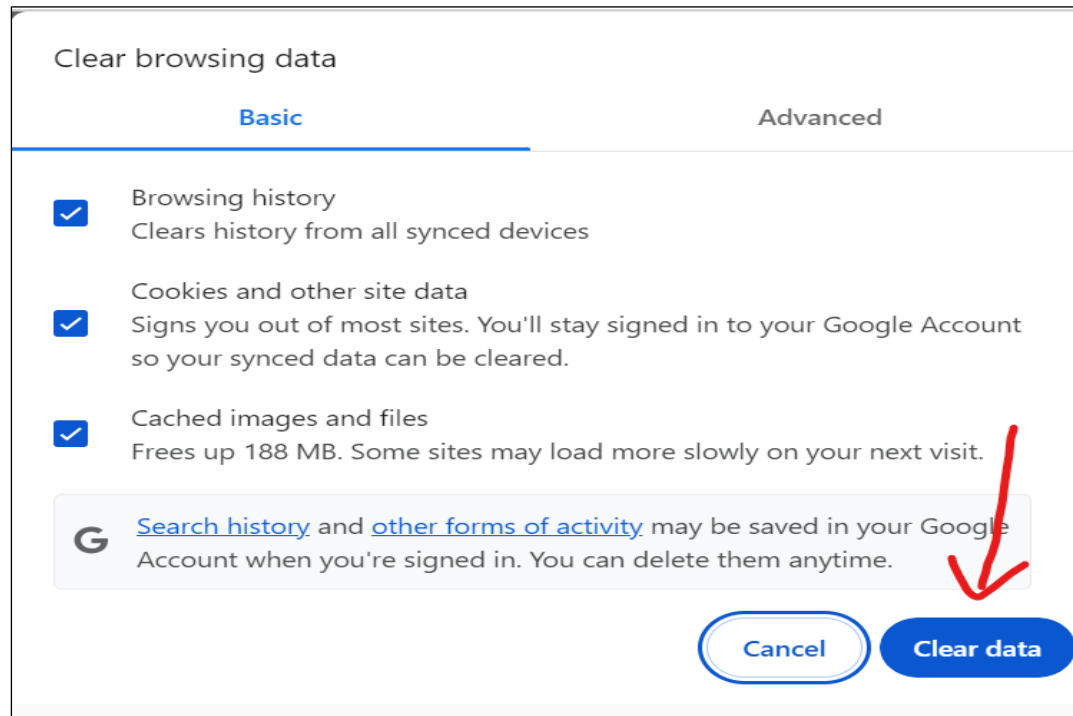
2. **Select "Settings" from the dropdown menu.**



3. Scroll down and click on 'Privacy and security' and click on 'Clear browsing data'.



4. Below window shall open, select all check boxes as shown and click on clear data.

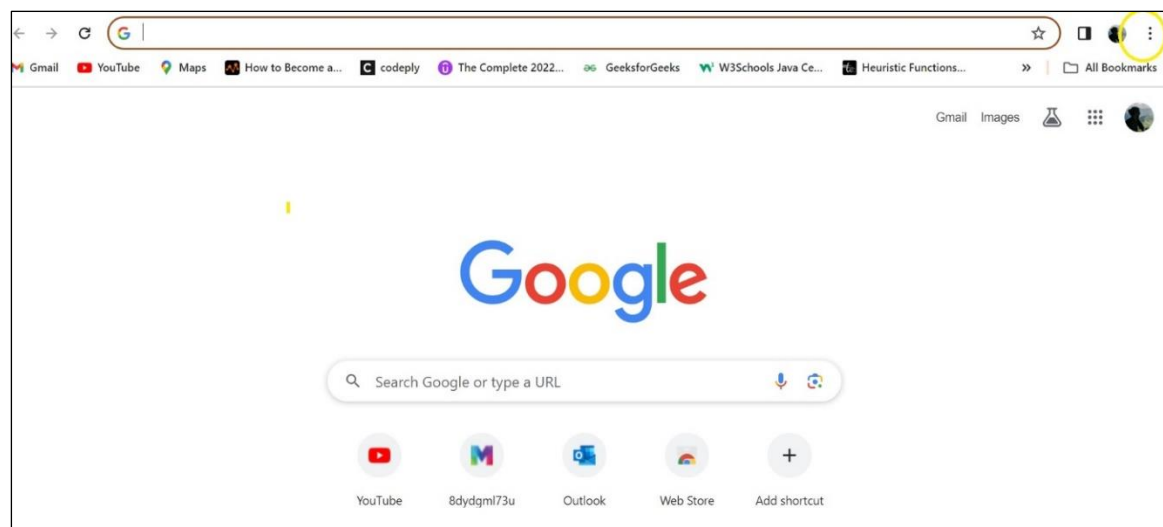


2. Using incognito window

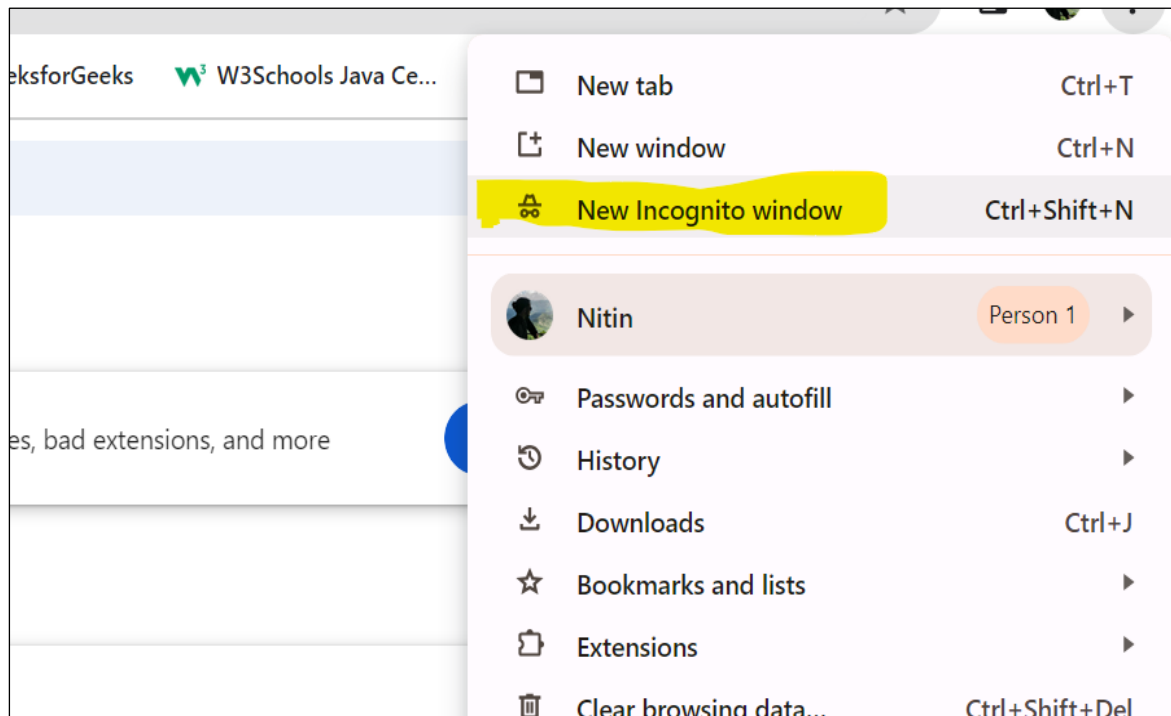
Why Use Incognito Mode? Incognito mode is useful for various reasons:

- *Private browsing without saving history.*
- *Testing websites without cached data.*
- *Logging into multiple accounts simultaneously.*

1. Open Chrome and click on the three dots in the top right corner.



2. Select "New incognito window" from the list menu.



3. A new window shall open in incognito mode, which can be used for further application login.

