Student Can’t login ~ Recovery steps

STEPS

* Close all browsers and close all applications. If you can reboot the computer system.
  + Because some of the tokens are stored in memory and this will flush them quickly.
* Try to reauthenticate again.
* How did the process change ~ No change? Then we clear all browser cache.
  + NOTE ~ Ctl-F5 or just F5 does NOT clear the browser cache.
  + Use the Ctl-shift-del remove everything for all time method.
* We have (1) Rebooted, (2) Only running 1 browser to test, (3) Cleared all browser cache.
  + This is when I would recommend trying the “Forgot Password” link.
  + It will require the email that you used to setup your account.
* If the password reset link fails, contact the mentors. If you want help walking through these steps. Contact the mentors.

**SCENARIO 1**

Typically, when a student types in their user alias and password. After they press enter the password field is blank and there is a message on the screen that the username and password combination are invalid.

**SCENARIO 2**

Student enters user alias and password. After they press enter the screen changes to a dull grey, and then in the middle of the screen is a small box that says, simply “ACCESS DENIED”.

**Additional Details:**

In scenario 1 the initial security step wasn’t successful. The alias and password don’t match the information in our db.

In scenario 2 the user name and password were stored in our db. However, there are other elements of the communication between browser and our server that are not valid.

This series of troubleshooting steps should reset any tokens or passwords that are not in sync or stale. Both are an issue somewhere in the chain of communication between student’s computer and the Exeter systems.

Any PC can contain multiple ways to store or cache passwords, tokens, or hashes that are used in various layers of the OSI model. Browser addons or 3rd party password managers are just two examples.

Combined with token elements generated dynamically and, the most likely cause in both scenarios is that some of the information stored locally on the student’s system is stale or out of sync.

For this reason, the steps look almost identical. But they are targeting different layers of the OSI communication model.