

# Trouble shooting Faculty Web Portal Issue

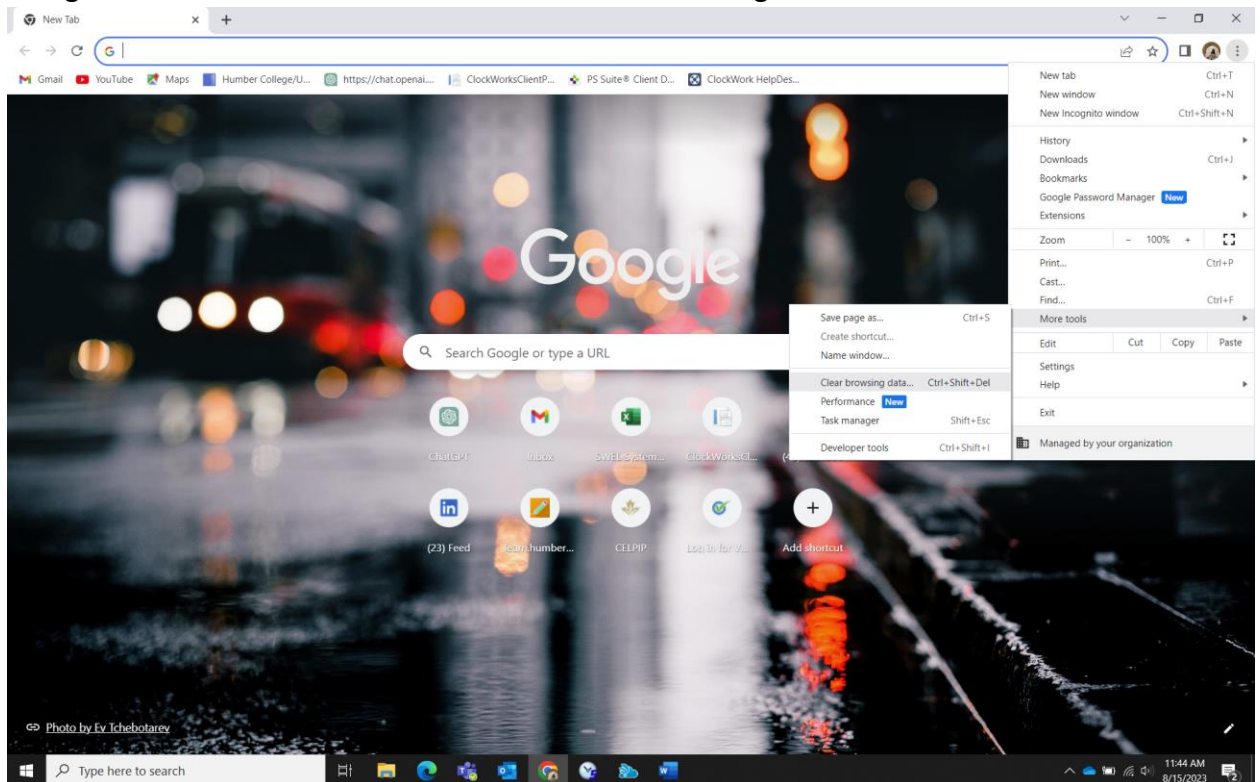
Welcome to our guide on resolving Faculty Web Portal access issues. This document provides step-by-step instructions to clear cache and temporary files, refreshing your session and restoring portal access. Whether you're encountering problems with accommodation letters or general portal usage, this guide equips you with the tools to overcome technical challenges. Let's get started!

Here are the outlined steps for your reference:

**Step 1:** We suggest that faculty members attempt to access the Faculty Web Portal or accommodation letters using the Google Chrome browser.

**Step 2:** To clear your browser cache in Chrome, follow these instructions:

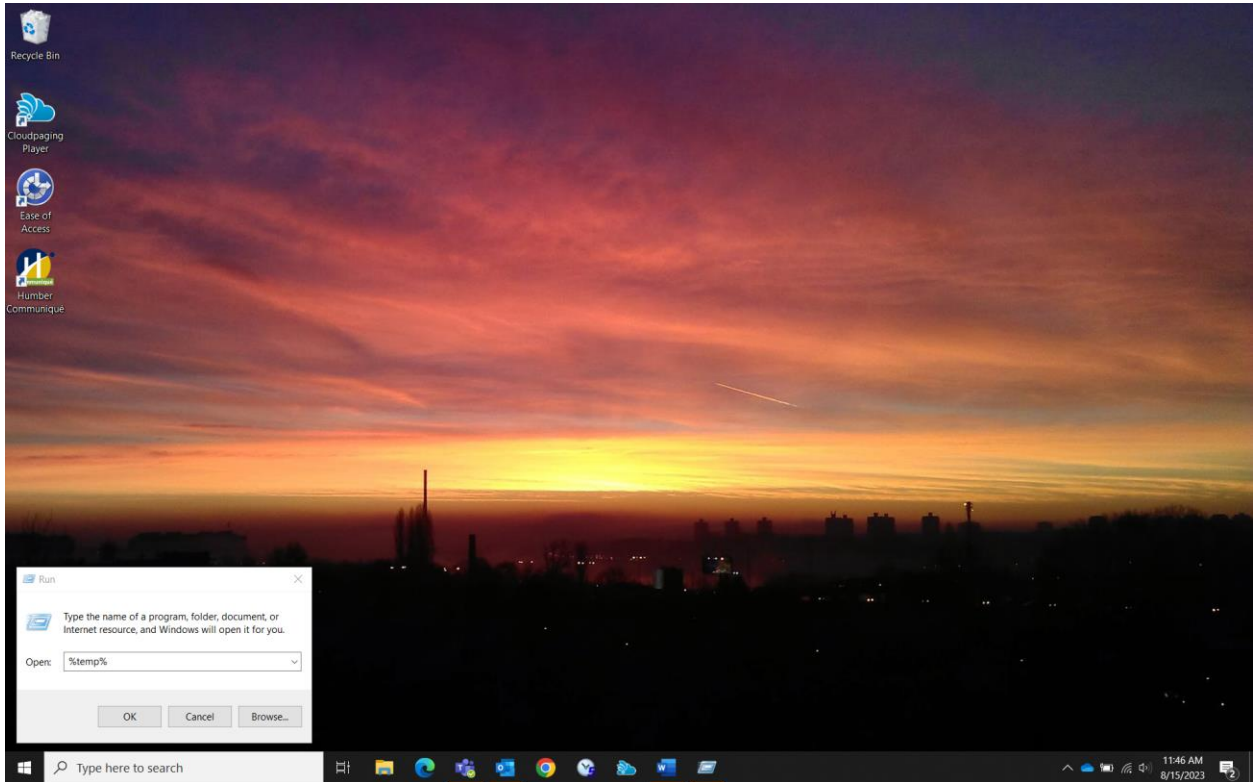
- Open Google Chrome on your computer.
- Click on the three vertical dots located at the top right corner.
- Navigate to "More tools" and then choose "Clear browsing data."



- Select the time range by clicking on the drop-down menu. To delete all data, choose "All time."
- Check the boxes next to "Cookies and other site data" as well as "Cached images and files."
- Finally, click on "Clear data."

**Step 3:** If the issue persists, you can also clear unnecessary temporary files from your computer using these steps:

- Simultaneously press the Windows key + R on your keyboard.
- In the Open field, type "%temp%" and then press ENTER.



- Use Ctrl + A to select all the .tmp items.
- Press the DELETE key, and when the User Account Control window appears, click "Yes" to confirm the deletion.