

## Login and Browser Issues

### FAQ

#### 1. I have tried to log in but my Student Login or password is not working. What do I do?

Remember passwords are case sensitive; make sure your caps lock key is not on. Your student login is same as student ID.

If you forgot your password, please see on [How to Retrieve Your User ID and initial Password](#) for instructions.

#### 2. I am trying to get to the login page, but the page does not display correctly. What can I do?

a) Check to make sure you are at <https://passport.peralta.edu>.

b) Clear your browser's cache and retry.

c) Confirm you have the correct browser requirements.

d) Attempt to replicate the steps using a different browser.

#### 3. I am having problems logging in and was told to clear my browser cache. How do I clear my cache in Internet Explorer?

##### Chrome

1. On your computer, open Chrome.
2. At the top right, click More.
3. Click **More tools > Clear browsing data**.
4. At the top, choose a time range. To delete everything, select **All time**.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click **Clear data**.

##### Firefox

1. Click the menu button and choose Options.
2. Select the **Privacy & Security** panel.
3. In the **Cached Web Content** section, click **Clear Now**.
4. Close the *about:preferences* Any changes you've made will automatically be saved.

##### Internet Explorer

1. Completely exit Internet Explorer by closing all browser windows.
2. Open a new instance of Internet Explorer.
3. Select **Tools > Internet Options**; verify you are viewing the **General** tab.
4. Click the **Delete Cookies** button; click **OK** on the dialog box that pops up.
5. Click the **Delete Files** button; select the **Delete all offline content** checkbox; click **OK**.
6. Click the **Clear History** button; click **Yes** on the dialog box that pops up.
7. Click **OK**.
8. Close the instance of Internet Explorer.
9. Open a new instance of Internet Explorer and try to log in again.
10. If you are still having problems logging in, reboot your computer and try logging in again.