

# 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](#) 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://sa.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.