Browser Troubleshooting Strategies
PeopleSoft Student Administration (SA) System

Audience:
Below are troubleshooting strategies to try for any PeopleSoft Student Administration System end user who experiences difficulty logging in, viewing pages, navigating and/or updating information following a system upgrade.

Important! Log in to the SA System after each step attempted before going on to the next step.

Troubleshooting Suggestions:

1. Log out of the PS System and clear/delete browser cache, and log back into the system.
   a. Internet Explorer: Tools > Internet Options > General tab > under Browsing History, select checkboxes pictured below > Delete > OK.

   ![Delete Browsing History](image)


c. Chrome: Click the customize/control symbol (three horizontal bars) to far right side of page > Clear all browsing history.

d. Safari: History > Clear History
2. If your home page is missing the menu bar, or if links are right-aligned in a vertical stack on the page:
   a. **Right click** in the toolbar area, and select **Menu Bar**.
   b. Click **View > Refresh**.

3. Delete any browser **Favorite, Bookmark or Shortcut** you have set for the PS SA System login page, and reset a new one for: [https://student.studentadmin.uconn.edu/psp/CSPR/?cmd=login](https://student.studentadmin.uconn.edu/psp/CSPR/?cmd=login)

4. Try logging into the SA System with a **different browser** (Firefox, Safari, Chrome, etc.) to determine if your issue is browser-specific.

5. Add **student.studentadmin.uconn.edu** to your browser’s **trusted sites**.
   Note: for IE9, click **Tools > Internet Options > Security tab > Trusted Sites > Sites > Add**

6. See **Browser Settings and Printing Guidelines for the SA System**:

7. Check the Compatibility Settings in Internet Explorer: **Tools > Compatibility View Settings**

8. Delete all files in your C:\ drive temp folder.
   C:\Users\netid\AppData\Local\Temp (e.g. NetId = your netid that you logged into the PC)
   From tool bar, click **Edit > Select All > delete** all files in the temp folder

9. Uninstall and reinstall **Java**.
   a. **Start > Control Panel > Java** (select Java tab)
   b. Do you have the most recent release of Java installed? If not, uninstall the current version: **Start > Control Panel > Programs and Features**. Scroll to Java programs installed and then uninstall all instances.
   a. *Caution!* Copy your IE favorites to your Desktop, as resetting IE9 deletes browser favorites.
      **Note:** Resetting IE 9 browser defaults may also have adverse effects to other applications that use IE.
   b. From the IE9 menu bar, click **Tools > Options > Advanced tab**
   c. Under the **Reset Internet Explorer** settings section, click the **Reset** button.
   d. Re-copy the backup of favorites from Desktop to Favorites folder.

11. For assistance with any of the steps above, contact your departmental technical support person; call the **UITS Help Center** at 860-486-4357 or email **helpcenter@uconn.edu**.