

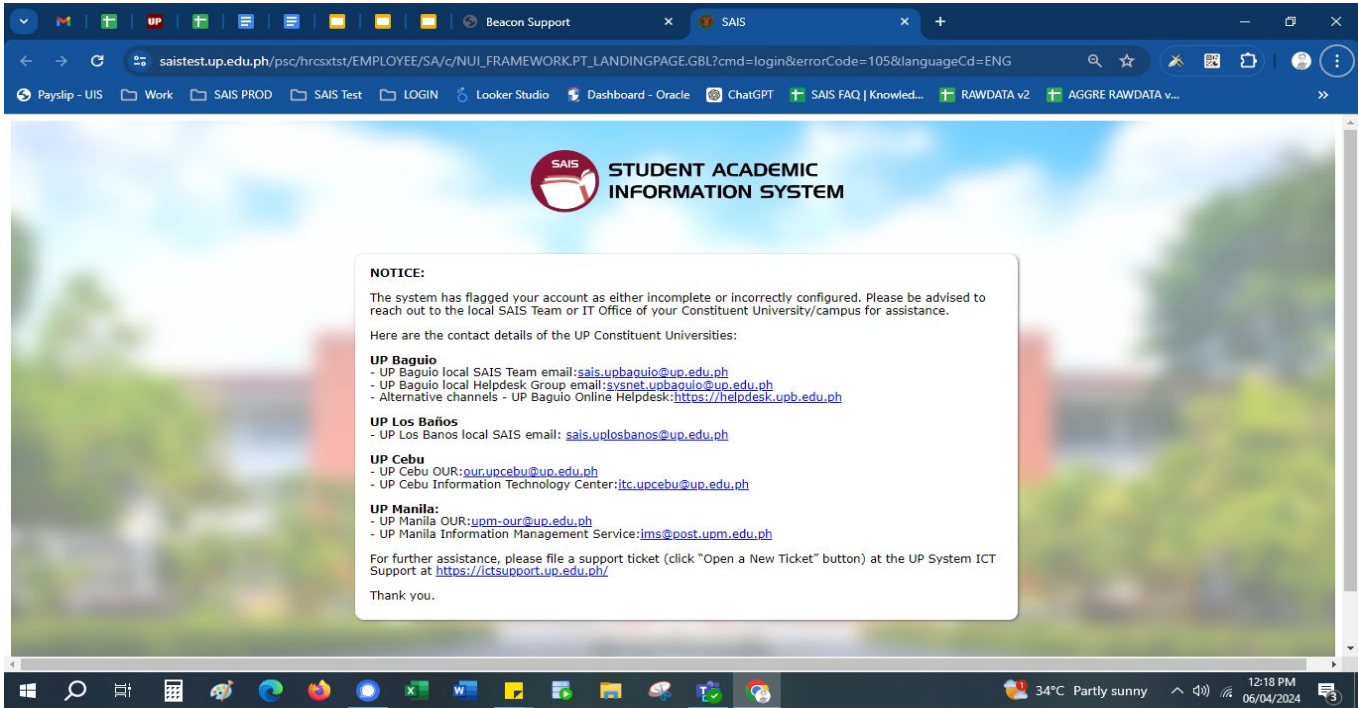


**SAIS Guide:
Resolving the
Multiple Login
Issue**

Quick Guide v1.0

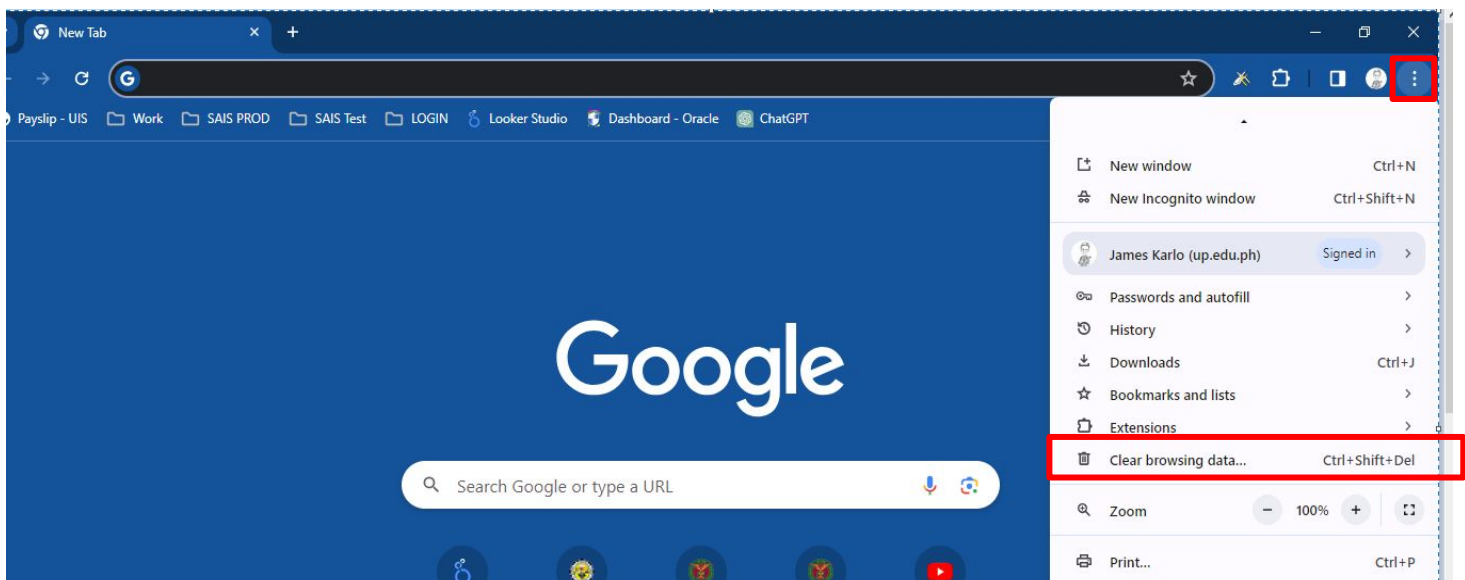
LOCKOUT PAGE

CAUSE OF ERROR: Locked account due to multiple logins.



CORRECTIVE ACTION:

1. Click the three dots on the upper right corner of the browser window.
2. Select "Clear browsing data" or use the keyboard shortcut Ctrl + Shift + Del to access the clear cache option.

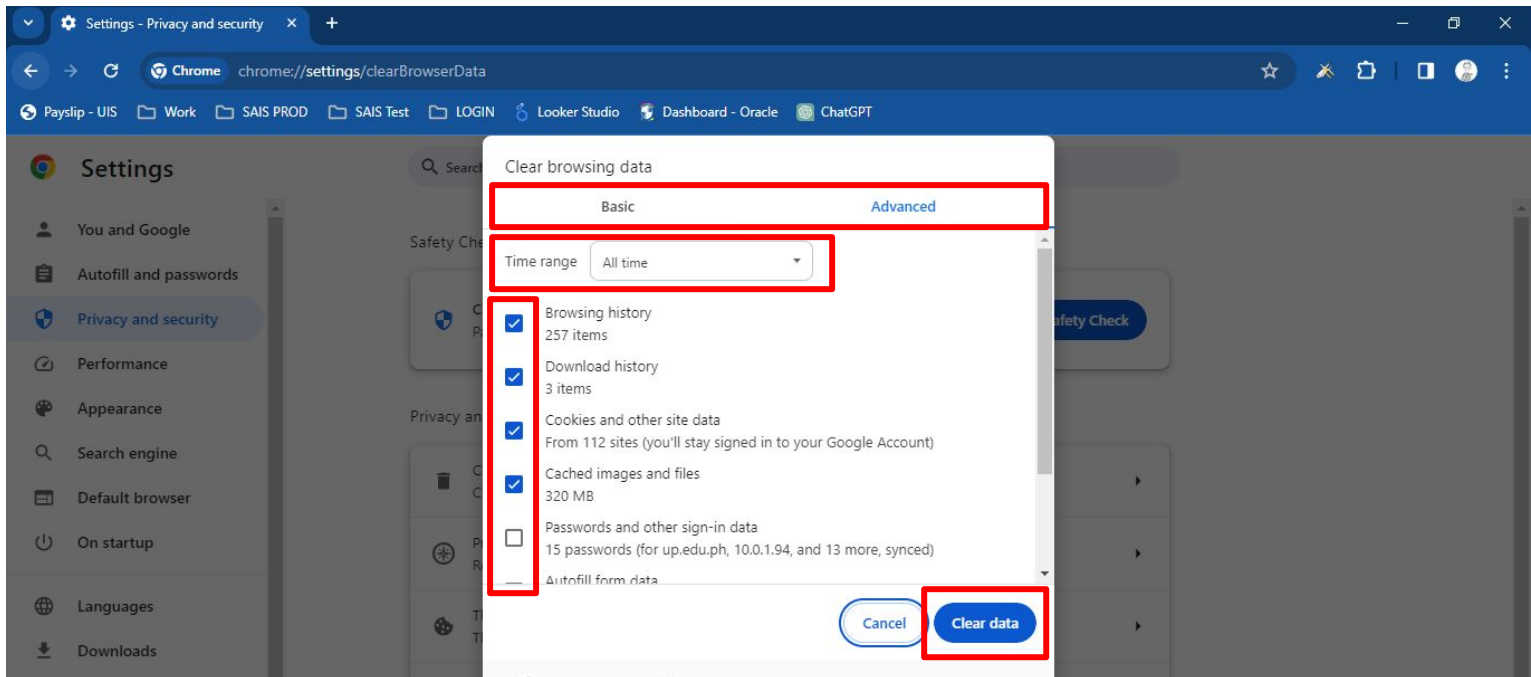


LOCKOUT PAGE

3. Select the **time range** to **"All time"**.

4. Select all the checkbox in the Advanced tab except Password and other sign-in data, and then click the **"Clear Data"** button.

5. Wait until the process finishes loading.



6. Once the cache is cleared, close all browser windows.

7. Open a new browser window and check if the issue persists.

8. If the issue still exists, please file a support ticket and await a response from the SAIS Team.

Note: Please refer to the next page for the link on how to file a support ticket.

INFORMATION ON TECHNICAL SUPPORT

For technical support, please contact us at the
UP System ICT Support at:

<https://ictsupport.up.edu.ph/>

Link to the instructions for filing a support ticket:
[How to File a Request at the UP System ICT Support](#)



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