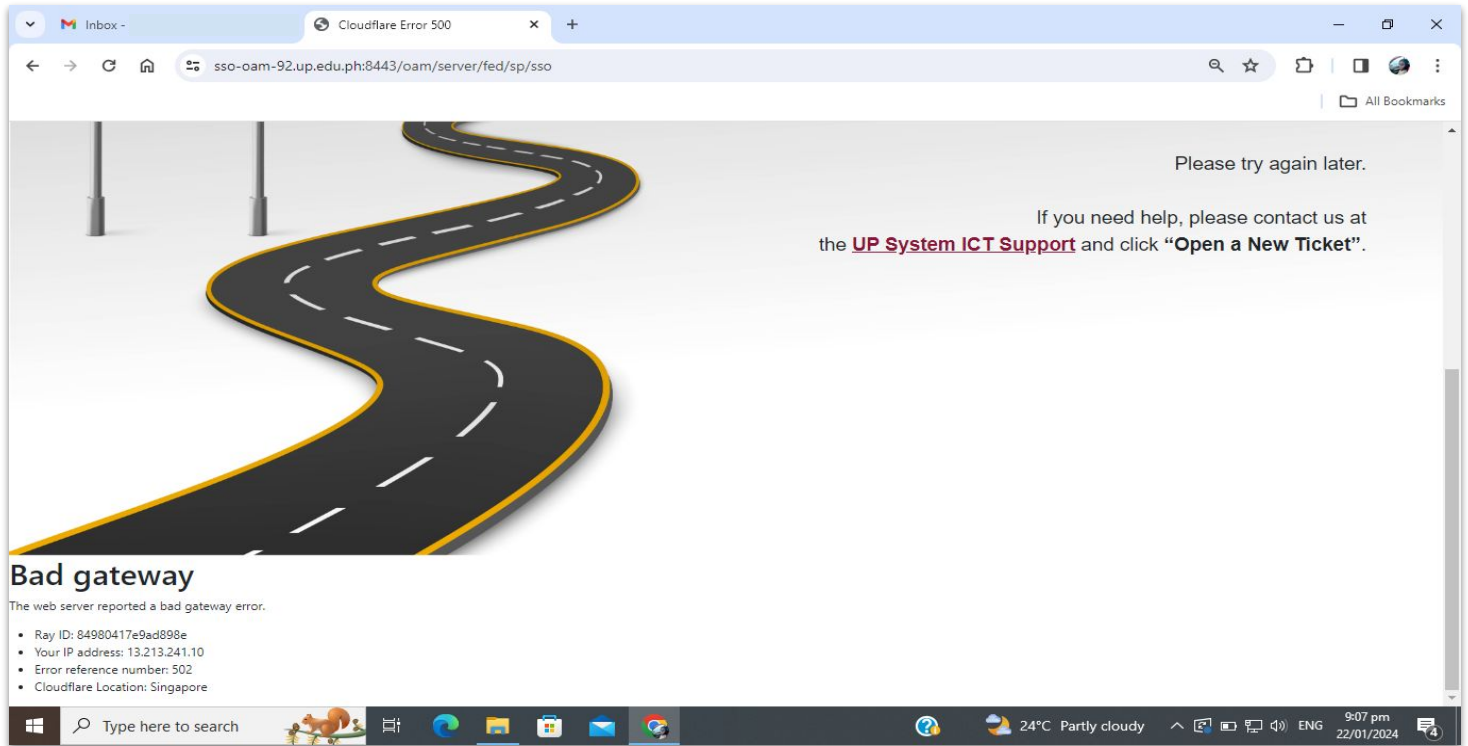# SAIS Guide: Resolving Website Errors

Quick Guide v1.0

WEBSITE ERROR
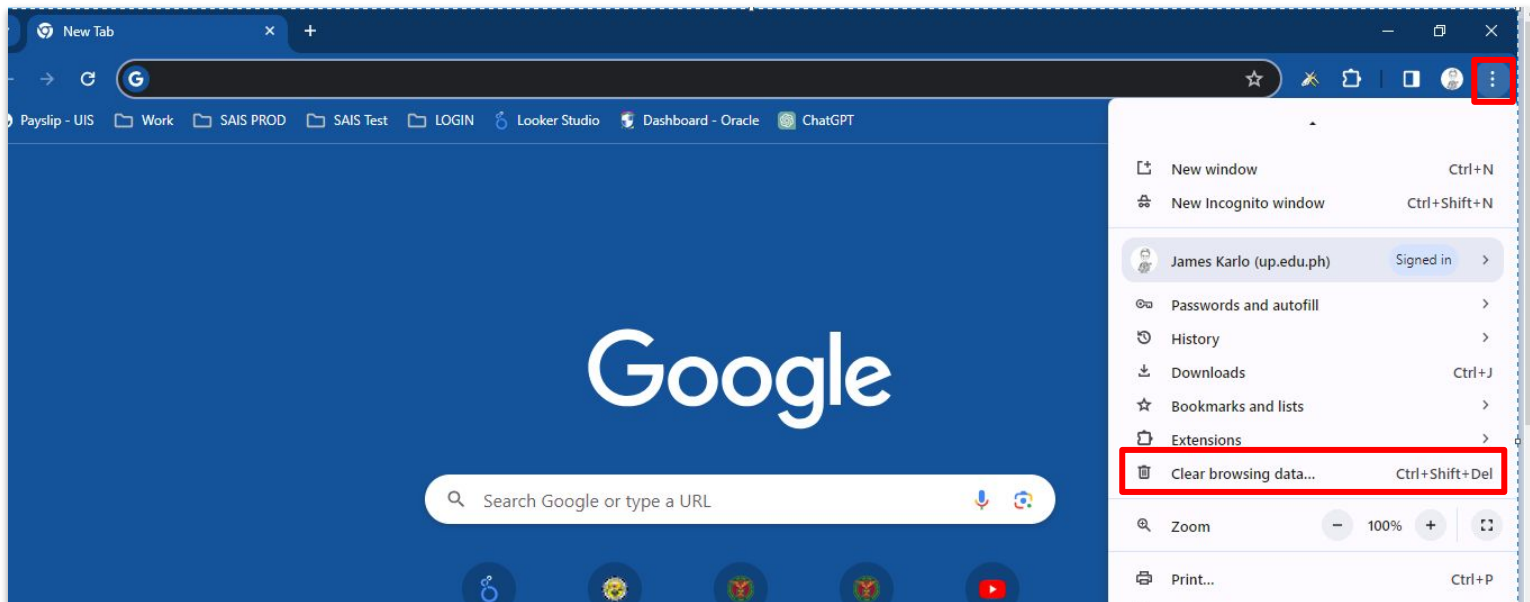
CAUSE OF ERROR: Bad Gateway Error / Cloudfare Error and Failue of Web Server bridge

WEBSITE ERROR

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.
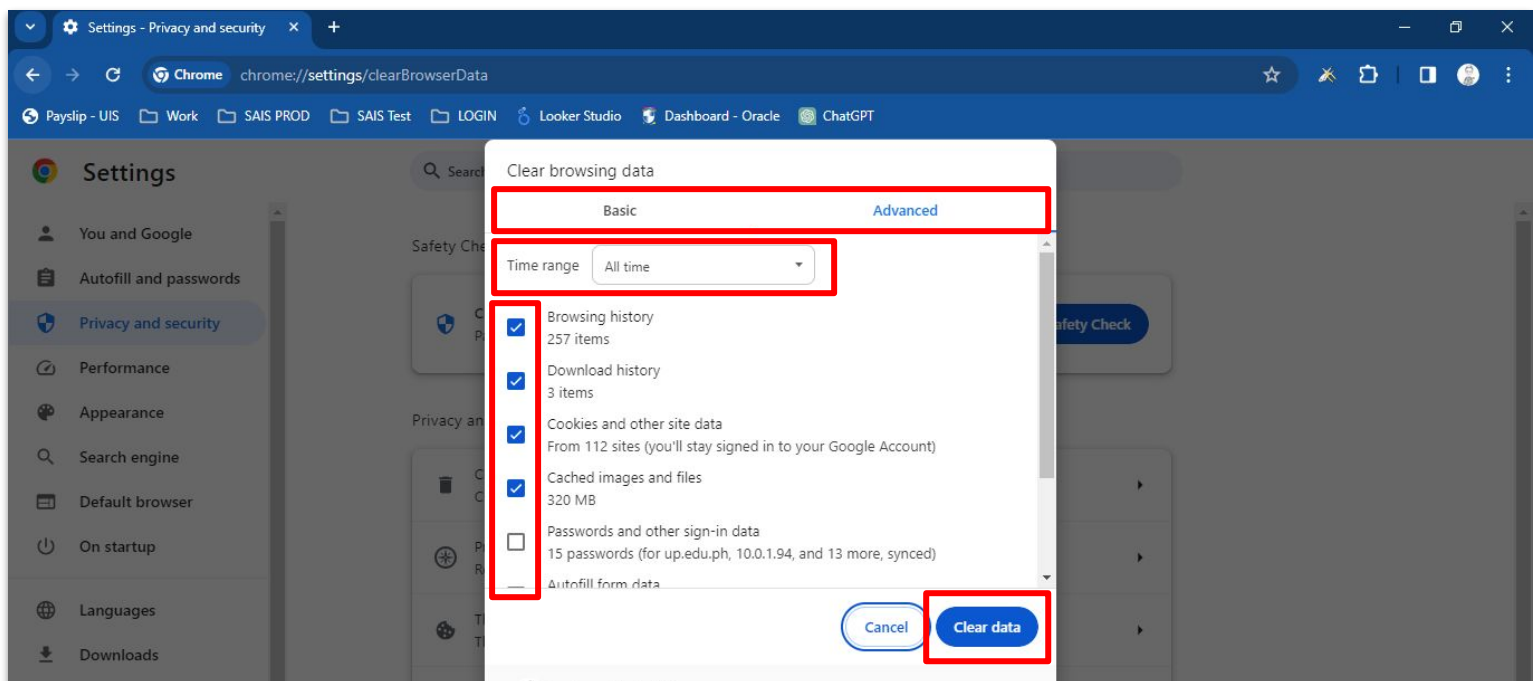
WEBSITE ERROR

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](#)