Instructors or staff might get an Oracle login screen (See screen shots below) after they have login to PROMT. Please use the steps below to clear the Peralta cookies



You must have cookies enabled in order to sign in to your PeopleSoft application.

Return to Sign In with cookies enabled. If your attempt fails, please contact your System Administrator.

Sign in to PeopleSoft

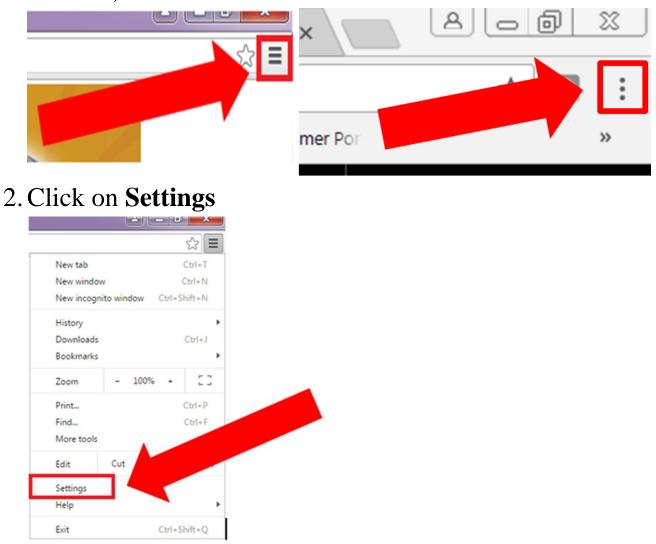


PEOPLESOFT ENTERPRISE

| File: SQL Access Manager SQL error. Stmt #: 2 Error Position: 0 Return: 404 - [Microsoft][SQL Server Native Client 10.0][SQL Server]Login failed for user 'sa'. User ID: Password: Sign In | Select a Language: English Dansk Français Italiano Nederlands Polski Suomi Čeština 한국어 <u>기</u> 개일 繁體中文 UK English | <u>Español</u> <u>Deutsch</u> Français du Canada <u>Maqvar</u> <u>Norsk</u> Português Svenska 日本語 Русский 简体中文 | |
|--|--|---|--|
|--|--|---|--|

Google Chrome version 60.0 (Mozilla Firefox steps on page 5, Internet Explorer 11 steps on page 8)

1. Click on the **3 horizontal lines or 3 vertical dots**(located on the top right hand corner of the window)



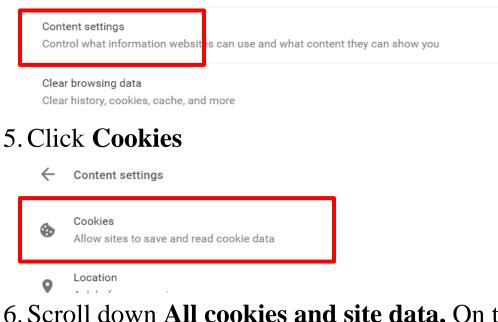
3. At the bottom of the page click **Advanced**

Advanced

4. Now scroll down to the **Privacy and Security** section and click on the **Content settings**.

Manage certificates

Manage HTTPS/SSL certificates and settings



6. Scroll down **All cookies and site data**, On the search box to the right, type **peralta** (**please type in all lowercase**)



7. Click on **REMOVE ALL SHOWN** to delete all Peralta cookies.

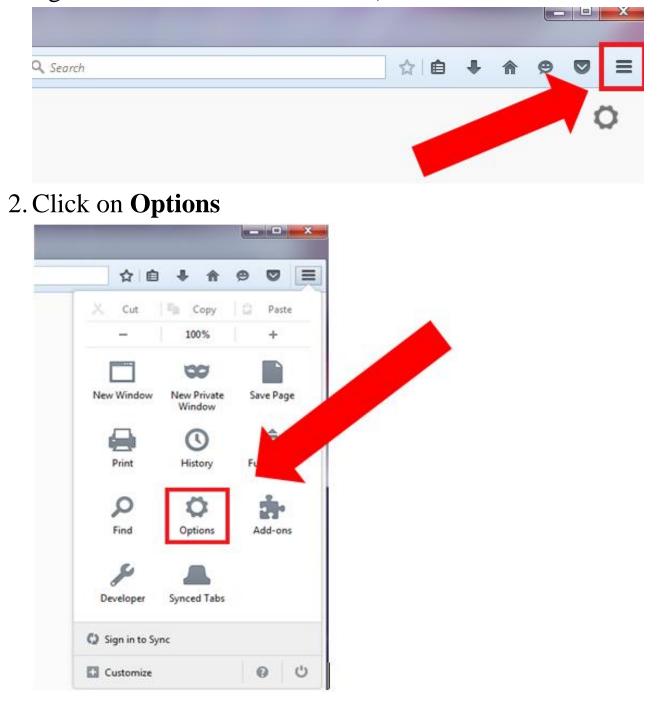


- 8. Close the **Settings** tab
- 9. Please try again to access WEB VPN @ <u>https://access.peralta.edu</u>

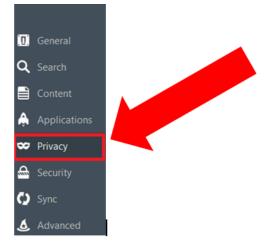
If you still need assistance please call Peralta Helpdesk (510) 587-7800 or email at <u>helpdesk@peralta.edu</u>

Mozilla Firefox version 47.0

1. Click on the **3 horizontal lines** (located on the top right hand corner of the window)



3. On the left menu click on **Privacy**.



4. On the History section, click **remove individual cookies.** A new Cookies window will open.

History

| Firefox will: | Remember history | - |] | |
|----------------|------------------------------------|----------|---------------------------|---|
| Firefox will r | emember your browsing, downl | oad, for | rm and search history, an | d keep cookies from websites you visit. |
| You may wa | nt to clear your recent history, o | remov | e individual cookies. | |

5. On the search box type **peralta** (**please type in lowercase**)

| | Cookies | |
|---|---|------------------------------------|
| Search: | oeralta | × |
| The follow | ing cookies match your search: | |
| Site | • | Cookie Name |
| 🛞 access | .peralta.edu | STAFF_A10_cookie-47873 |
| access | .peralta.edu | SVPNDOMAIN\$.peralta.edu\$PROMT-8. |
| 🛞 mail.p | eralta.edu | cookieTest |
| 🛞 mail.p | eralta.edu | cookieTest |
| | | |
| Name: | STAFF_A10_cookie-47873 | |
| | STAFF_A10_cookie-47873 BFIHAKAKEDBP | |
| Content: | | |
| Content: Host: | BFIHAKAKEDBP | |
| Content: Host: Path: | BFIHAKAKEDBP access.peralta.edu | |
| Content: Host: Path: Send For: | BFIHAKAKEDBP access.peralta.edu /proxy/https/staff2.peralta.edu | PM |

6. Select all cookies that have **peralta.edu** and **access.peralta.edu** and then click **Remove Selected**

| Site | | | ▲ Cooki |
|----------------|--------------|--------------------|-----------------|
| 🛞 access | .peralta.edu | | STAFF_A |
| 🛞 access | .peralta.edu | | SVPNDO |
| 🛞 mail.pe | eralta.edu | | cookieTe |
| 🛞 mail.pe | eralta.edu | | cookieTe |
| | | | |
| Name: | SVPNDON | //AIN\$.peralta.e | du\$PROMT-8001 |
| Content: | CSMrXg4ł | nSZyfJGmXzzC3 | x5Mx3BWLJclh!16 |
| Host: | access.per | alta.edu | |
| Path: | /proxy | | |
| Send For: | Any type of | of connection | |
| Expires: | At end of | session | |
| <u>R</u> emove | Selected | Remove <u>A</u> ll |] |

7. Now repeat step 6 until you have deleted all **peralta.edu** and **access.peralta.edu** cookies. Once

you have deleted all cookies move to step 8.

- 8. Now close the **Cookies** windows
- 9. Close the **Options** tab
- 10. Please try again to access WEB VPN @ <u>https://access.peralta.edu</u>

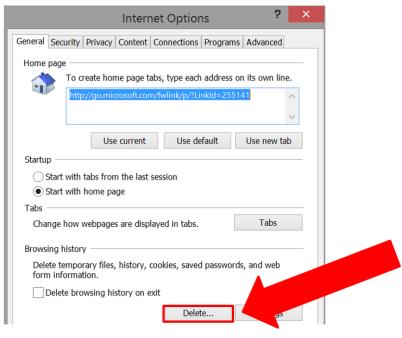
If you still need assistance please call Peralta Helpdesk (510) 587-7800 or email at <u>helpdesk@peralta.edu</u>

Internet Explorer version 11

1. Select the **Tools** button (located at the top right hand corner of the screen)



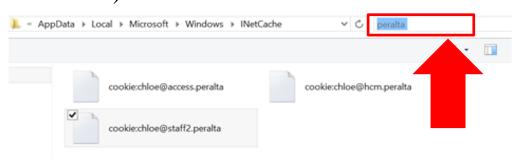
3. Find the Browsing History section and click on **Settings.**



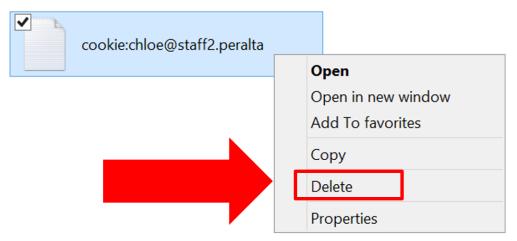
4. Click View files

| Website Data Settings | ? | × |
|--|------|-----|
| Temporary Internet Files History Caches and databases | | |
| Internet Explorer stores copies of webpages, images, and media for faster viewing later. | | |
| Check for newer versions of stored pages: | | |
| Every time I visit the webpage | | |
| Every time I start Internet Explorer | | |
| Automatically | | |
| ○ Never | | |
| Disk space to use (8-1024MB) 250 (Recommended: 50-250MB) | | |
| Current location: | | |
| C:\Users\chloe\AppData\Local\Microsoft\Windows\INetCache\ | | |
| Move folder View objects View files | | |
| OK | Cano | cel |

5. On the search box type peralta (please type in lowercase)



6. Select all cookies that have peralta and then right click and select **Delete**



- 7. Now repeat step 6 until you have deleted all **peralta** cookies. Once you have deleted all cookies move to step 8.
- 8. Close the Explorer window



- 9. Click **OK** on **Website Data Settings** window
- 10. Click OK on Internet Options window
- 11. Close your **Internet Explorer** browser
- 12. Please try again to access WEB VPN @ https://access.peralta.edu

If you still need assistance please call Peralta Helpdesk (510) 587-7800 or email at <u>helpdesk@peralta.edu</u>