How to delete cookies

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

ORACLE®
PEOPLESOFT ENTERPRISE

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

## ORACLE®
PEOPLESOFT ENTERPRISE

File: SQL Access ManagerSQL 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	Español
Dansk	Deutsch
Français	Français du Canada
Italiano	Magyar
Nederlands	Norsk
Polski	Português
Suomi	Svenska
Čeština	日本語
한국어	Русский
ไทย	简体中文
繁體中文	العربية
UK English	

How to delete cookies

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

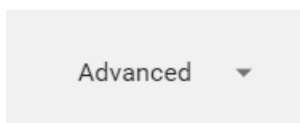1. Click on the **3 horizontal lines or 3 vertical dots**(located on the top right hand corner of the window)
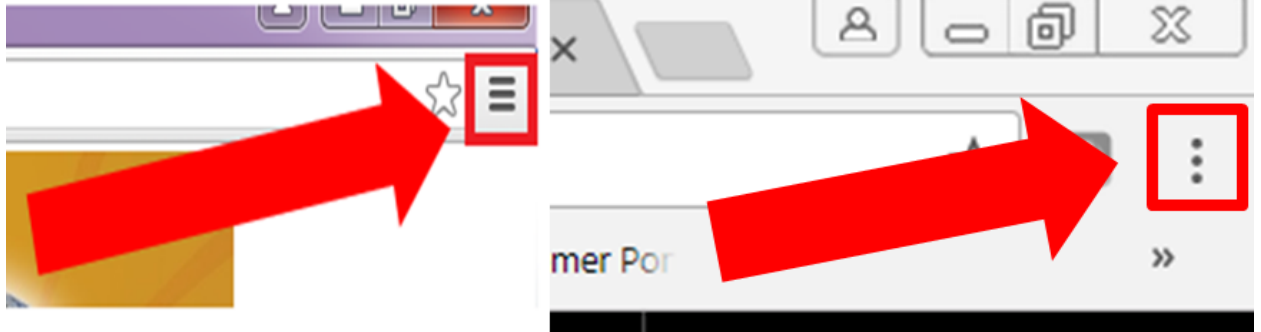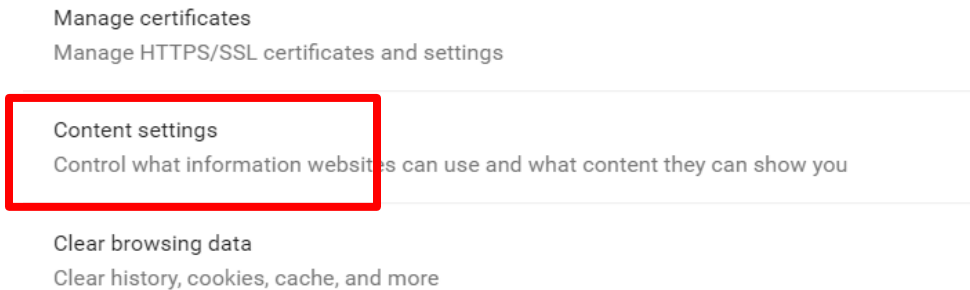

2. Click on **Settings**
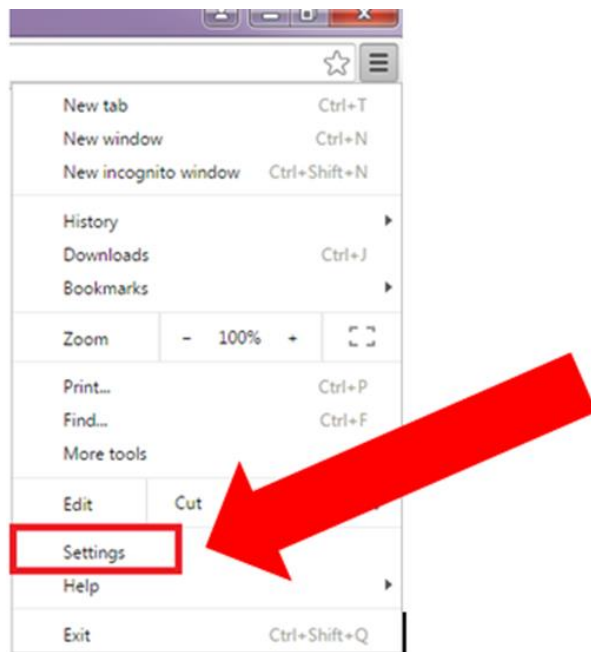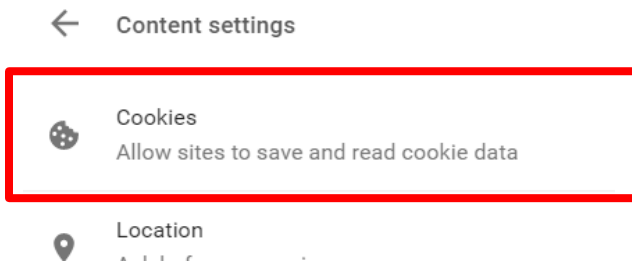

3. At the bottom of the page click **Advanced**
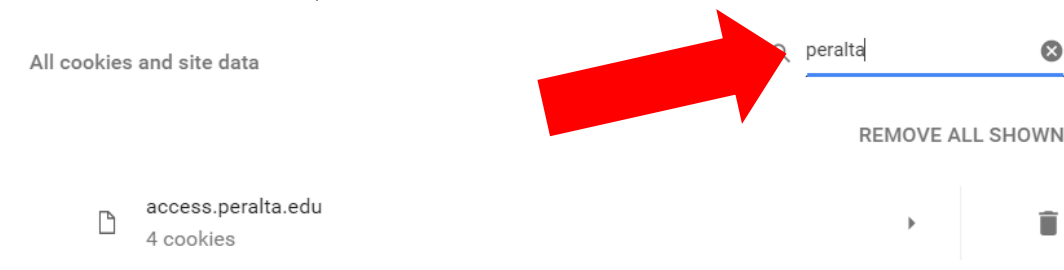
How to delete cookies

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

Manage certificates
Manage HTTPS/SSL certificates and settings

Content settings
Control what information websites can use and what content they can show you

Clear browsing data
Clear history, cookies, cache, and more

5. Click **Cookies**

← Content settings

🍪 Cookies
Allow sites to save and read cookie data

📍 Location

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

All cookies and site data

🔍 peralta ⊗

REMOVE ALL SHOWN

📄 access.peralta.edu
4 cookies ▸ 🗑

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

All cookies and site data

🔍 peralta ⊗

REMOVE ALL SHOWN

📄 access.peralta.edu
4 cookies ▸ 🗑

How to delete cookies

8. Close the **Settings** tab
9. 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 helpdesk@peralta.edu
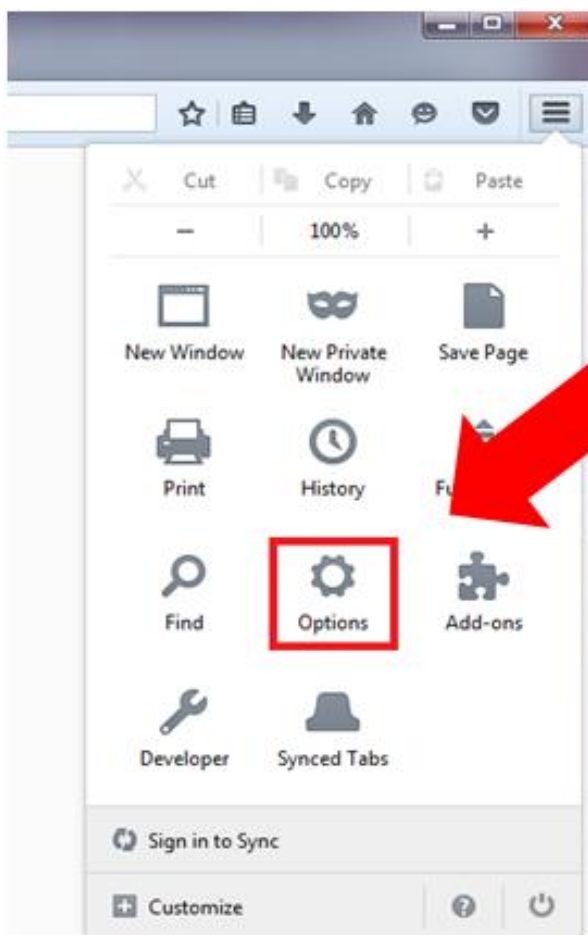
How to delete cookies

Mozilla Firefox version 47.0

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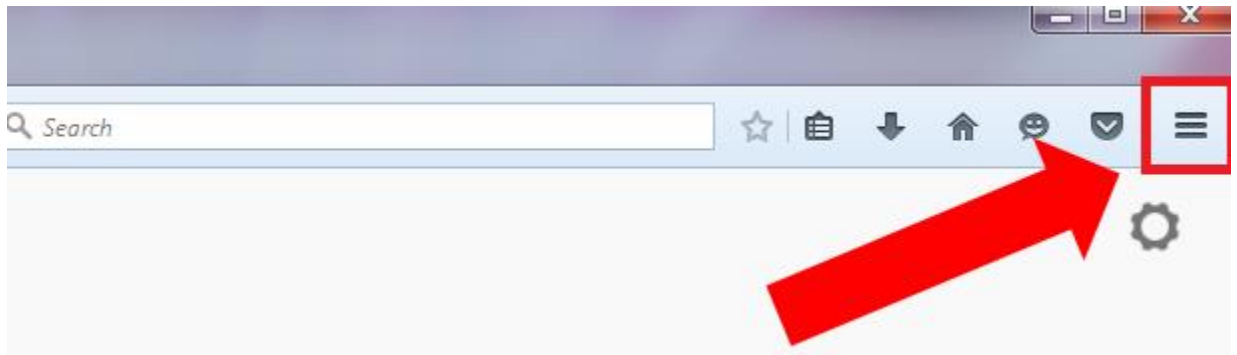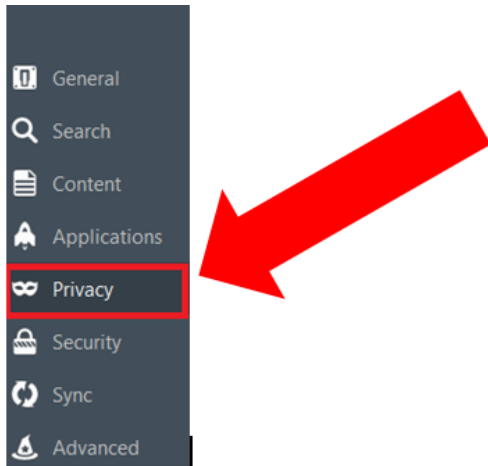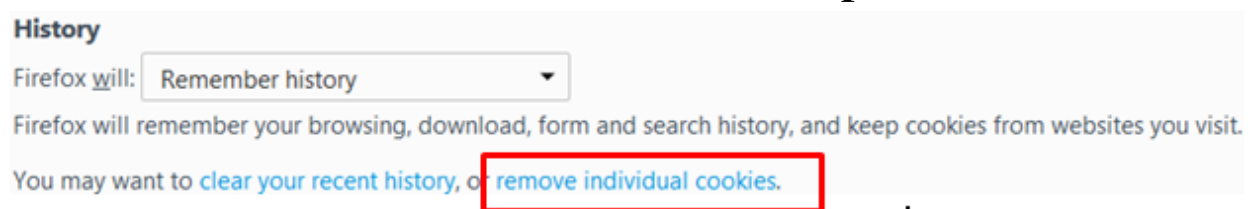

2. Click on **Options**
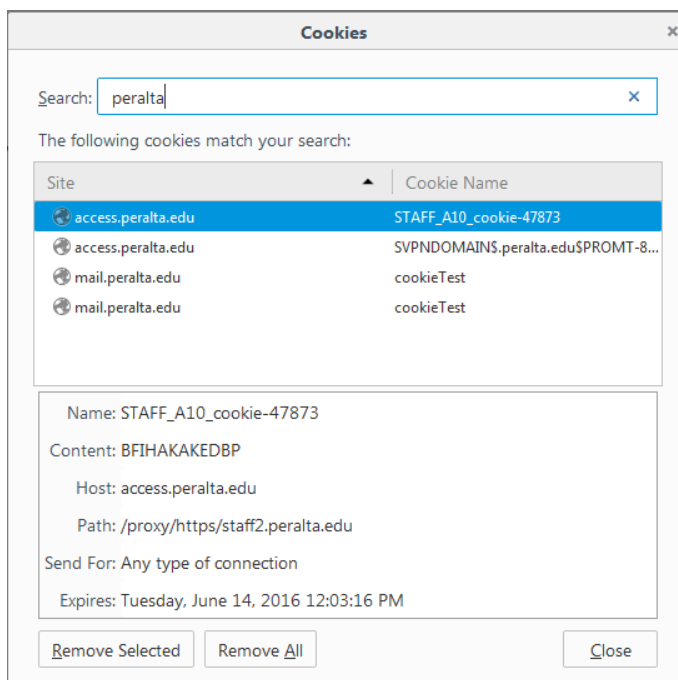
How to delete cookies

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

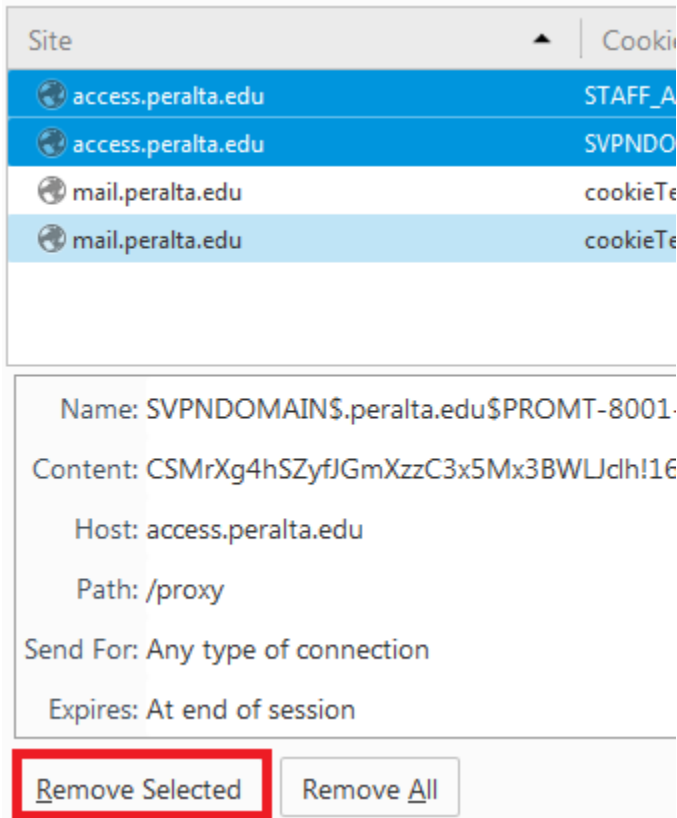4. On the History section, click **remove individual cookies.** A new Cookies window will open.

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

How to delete cookies

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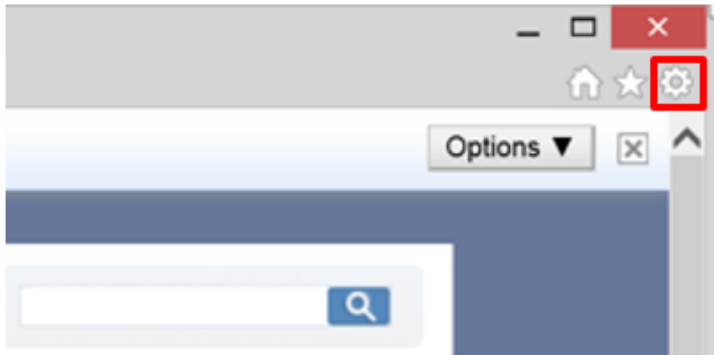

7. Now repeat step 6 until you have deleted all **peralta.edu** and **access.peralta.edu** cookies. Once you have deleted all cookies move to step 8.
8. Now close the **Cookies** windows
9. Close the **Options** tab
10. Please try again to access WEB VPN @ https://access.peralta.edu

If you still need assistance please call Peralta Helpdesk (510) 587-7800 or email at helpdesk@peralta.edu
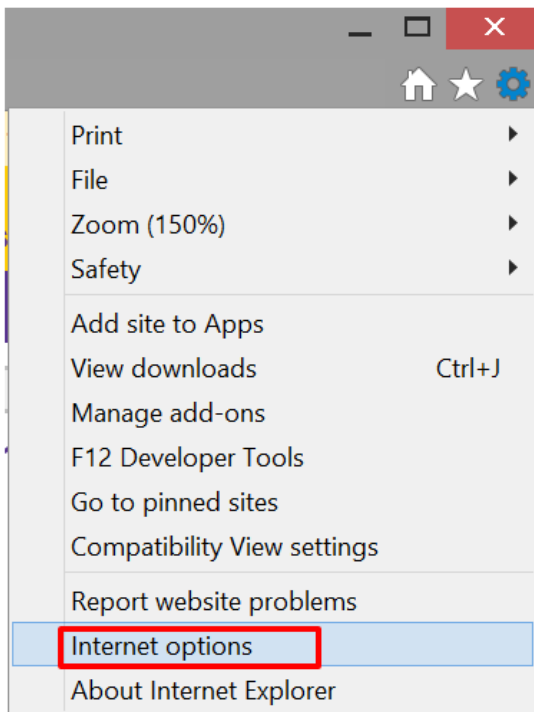
How to delete cookies

<u>Internet Explorer version 11</u>

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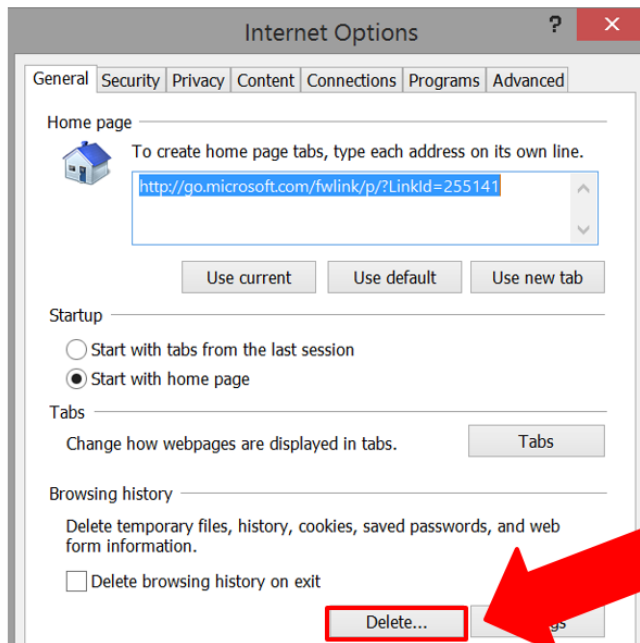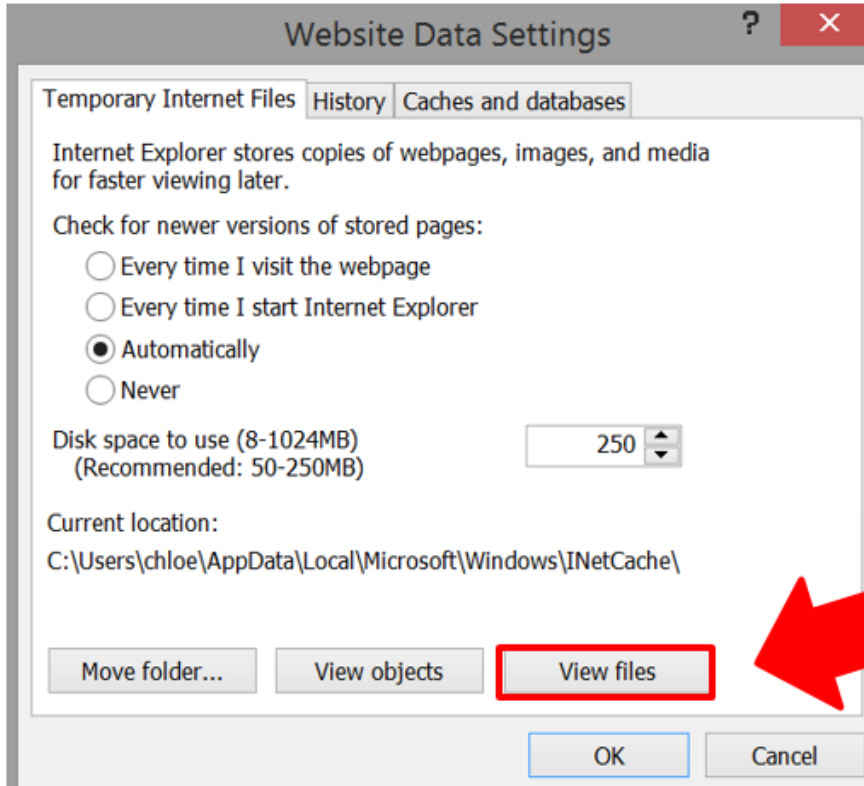

2. Click on **Internet options**

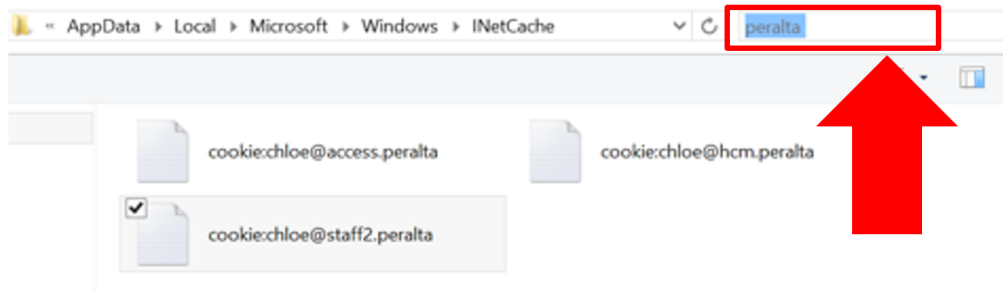3. Find the Browsing History section and click on **Settings.**

4. Click **View files**
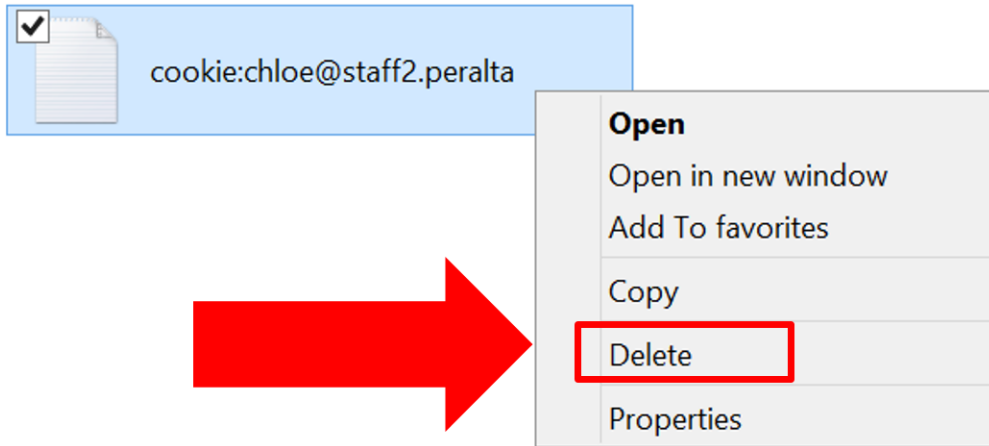
How to delete cookies

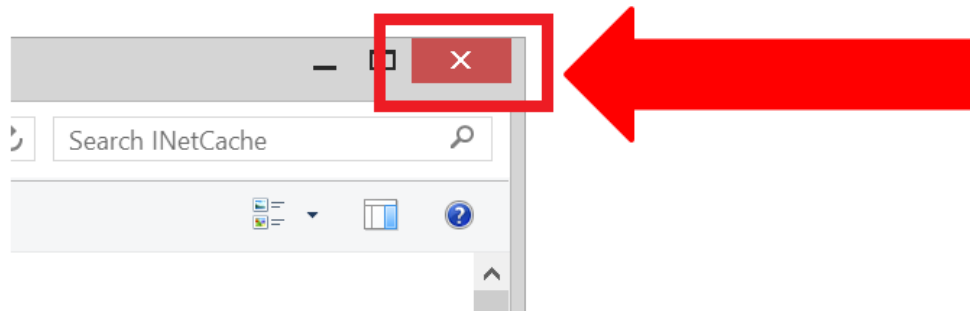5. On the search box type peralta (please type in lowercase)

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

How to delete cookies

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 helpdesk@peralta.edu