

# 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



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](#)



<p></p> <p>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'.</p> <p>User ID: <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="button" value="Sign In"/></p>	<p>Select a Language:</p> <table><tr><td><a href="#">English</a></td><td><a href="#">Español</a></td></tr><tr><td><a href="#">Dansk</a></td><td><a href="#">Deutsch</a></td></tr><tr><td><a href="#">Français</a></td><td><a href="#">Français du Canada</a></td></tr><tr><td><a href="#">Italiano</a></td><td><a href="#">Magyar</a></td></tr><tr><td><a href="#">Nederlands</a></td><td><a href="#">Norsk</a></td></tr><tr><td><a href="#">Polski</a></td><td><a href="#">Português</a></td></tr><tr><td><a href="#">Suomi</a></td><td><a href="#">Svenska</a></td></tr><tr><td><a href="#">Čeština</a></td><td><a href="#">日本語</a></td></tr><tr><td><a href="#">한국어</a></td><td><a href="#">Русский</a></td></tr><tr><td><a href="#">ไทย</a></td><td><a href="#">简体中文</a></td></tr><tr><td><a href="#">繁體中文</a></td><td><a href="#">العربية</a></td></tr><tr><td><a href="#">UK English</a></td><td></td></tr></table>	<a href="#">English</a>	<a href="#">Español</a>	<a href="#">Dansk</a>	<a href="#">Deutsch</a>	<a href="#">Français</a>	<a href="#">Français du Canada</a>	<a href="#">Italiano</a>	<a href="#">Magyar</a>	<a href="#">Nederlands</a>	<a href="#">Norsk</a>	<a href="#">Polski</a>	<a href="#">Português</a>	<a href="#">Suomi</a>	<a href="#">Svenska</a>	<a href="#">Čeština</a>	<a href="#">日本語</a>	<a href="#">한국어</a>	<a href="#">Русский</a>	<a href="#">ไทย</a>	<a href="#">简体中文</a>	<a href="#">繁體中文</a>	<a href="#">العربية</a>	<a href="#">UK English</a>	
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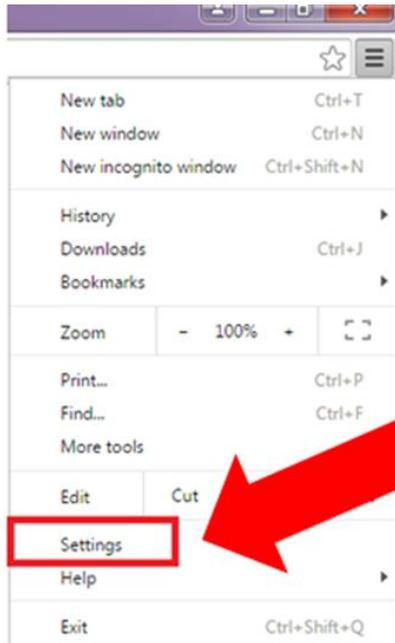
# How to delete cookies

**Google Chrome version 51.0** (Mozilla Firefox steps on page 5, Internet Explorer 11 steps on page 8)

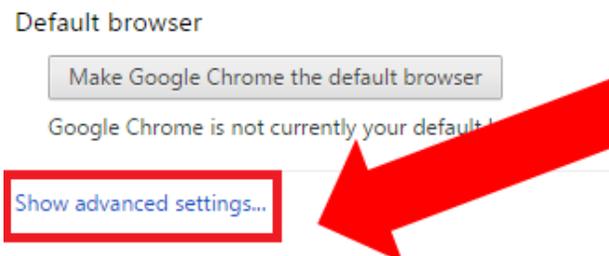
1. Click on the **3 horizontal lines** (located on the top right hand corner of the window)



2. Click on **Settings**



3. At the bottom of the page click **Show advanced settings.**



## How to delete cookies

4. Scroll down to the **Privacy** section and click on the **Content settings** button. A new Content settings window will open.

Privacy

**Content settings...**

Clear browsing data...

Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

Use a web service to help resolve navigation errors

5. On the **Cookies** section, click on **All cookies and site data** button. A new Cookies and site data window will open.

Content settings

Cookies

- Allow local data to be set (recommended)
- Keep local data only until you quit your browser
- Block sites from setting any data
- Block third-party cookies and site data

Manage exceptions...

**All cookies and site data...**



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

Cookies and site data

×

Site

Locally stored data

Remove all shown

**peralta**

peralta.edu

7 cookies

access.peralta.edu

1 cookie

## How to delete cookies

7. Select all cookies that have **peralta.edu** and **access.peralta.edu** and then click on the **X** to the right of the page to delete the cookies.



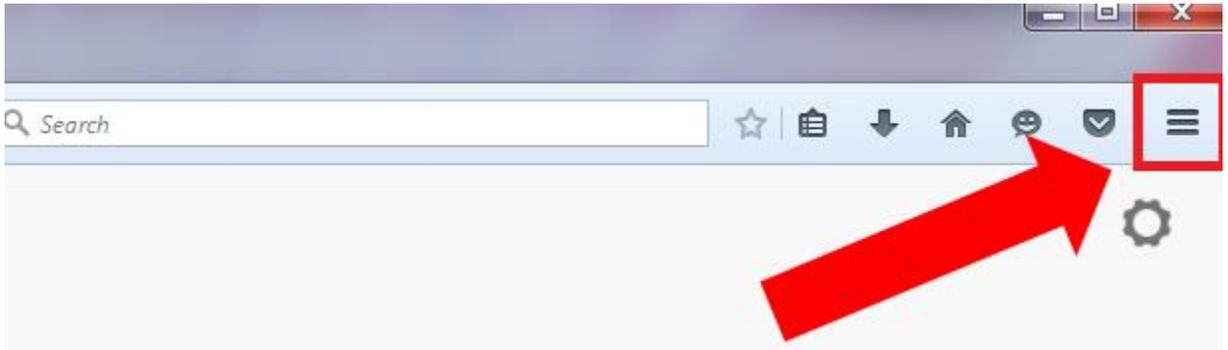
8. Now repeat step 7 until you have deleted all **peralta.edu** and **access.peralta.edu** cookies. Once you have deleted all cookies move to step 9.
9. Now close the **Cookies and site data** window.
10. Close the **Content settings** window.
11. Close the **Settings** tab
12. Please try again to access WEB VPN @ <https://access.peralta.edu>

If you still need assistance please call Peralta Helpdesk (510) 587-7800 or email at [helpdesk@peralta.edu](mailto:helpdesk@peralta.edu)

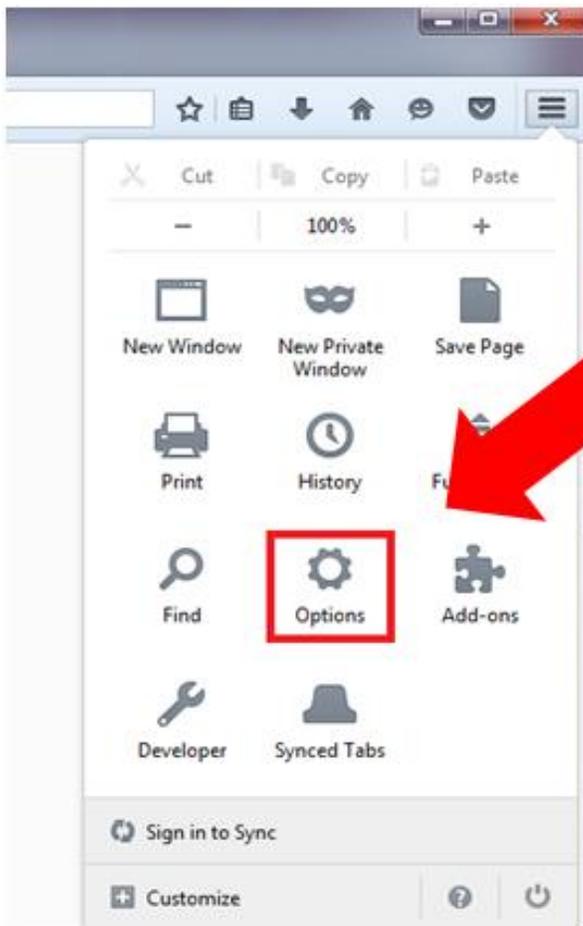
# How to delete cookies

## Mozilla Firefox version 47.0

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

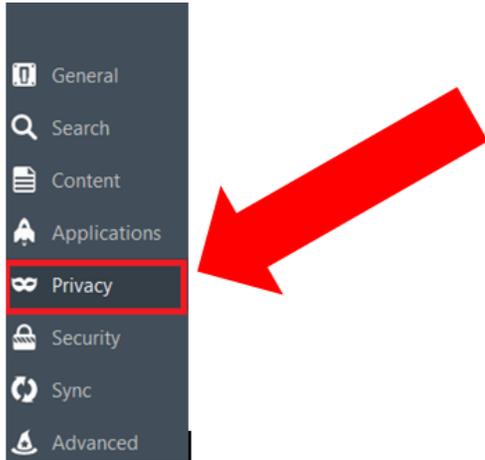


2. Click on **Options**

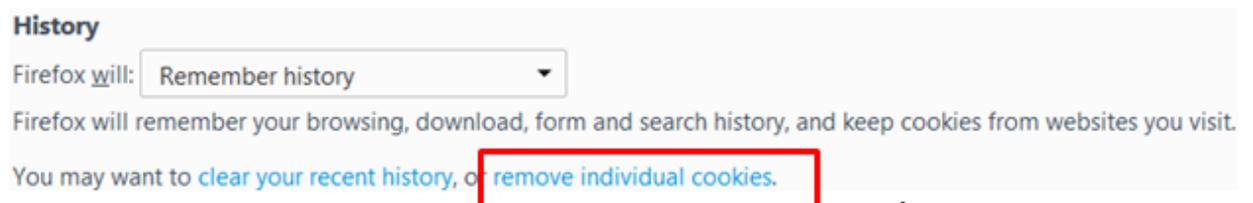


## How to delete cookies

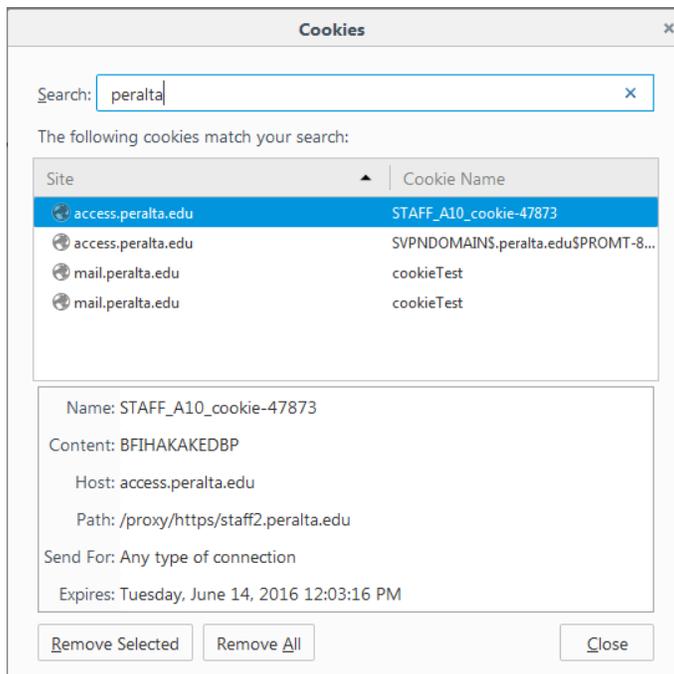
3. On the left menu click on **Privacy**.



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

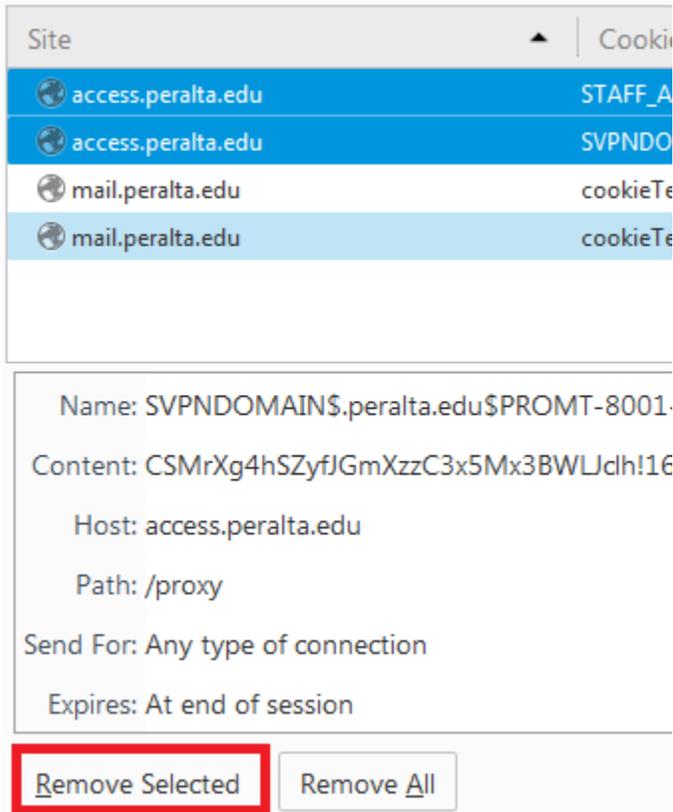


5. On the search box type **peralta** (please type in lowercase)



## How to delete cookies

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



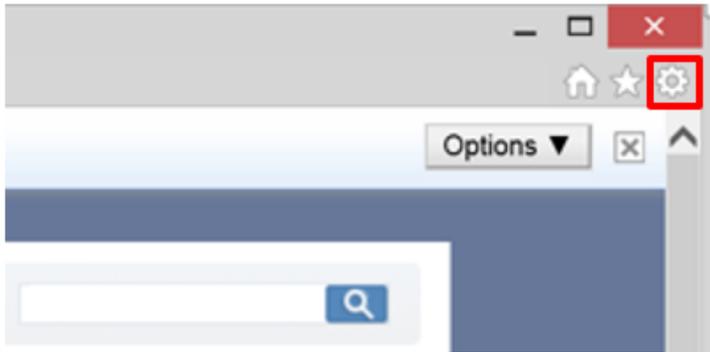
7. Now repeat step 6 until you have deleted all **peralta.edu** and **access.peralta.edu** cookies. Once you have deleted all cookies move to step 8.
8. Now close the **Cookies** windows
9. Close the **Options** tab
10. Please try again to access WEB VPN @ <https://access.peralta.edu>

If you still need assistance please call Peralta Helpdesk (510) 587-7800 or email at [helpdesk@peralta.edu](mailto:helpdesk@peralta.edu)

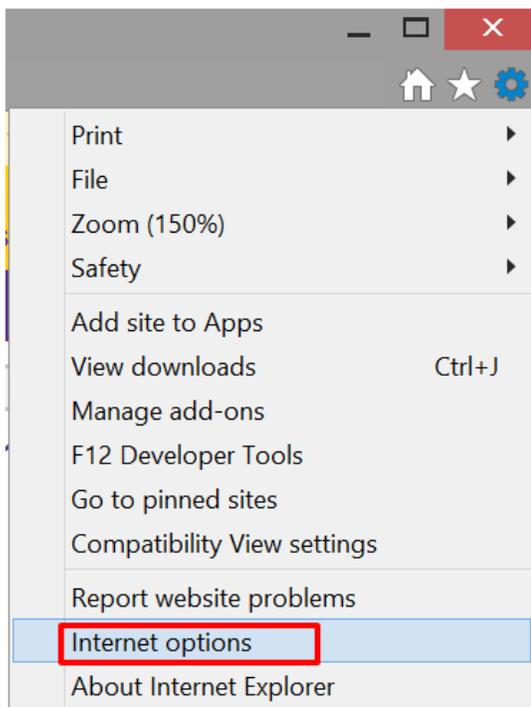
# How to delete cookies

## Internet Explorer version 11

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

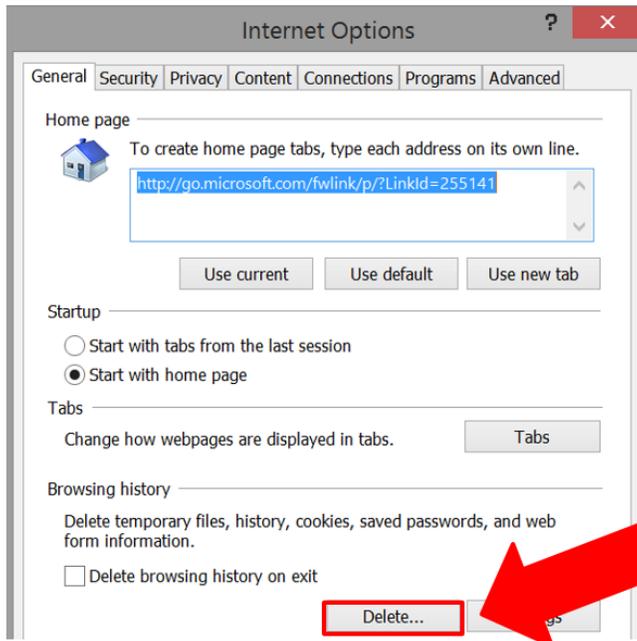


2. Click on **Internet options**

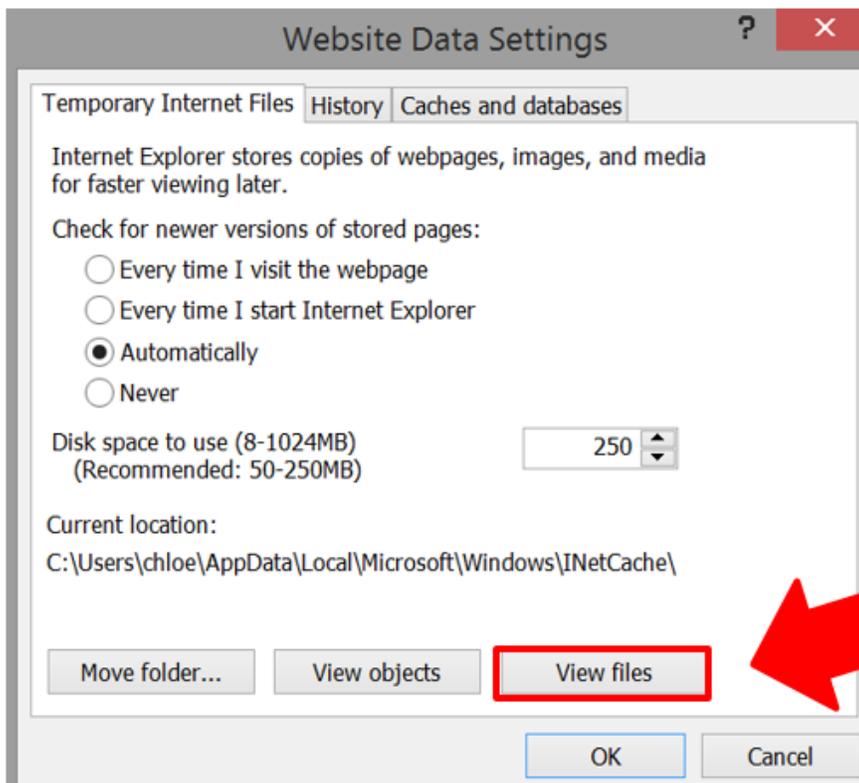


## How to delete cookies

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

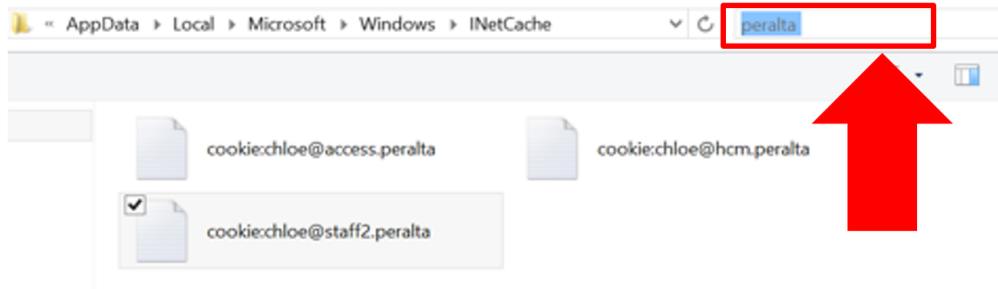


4. Click **View files**

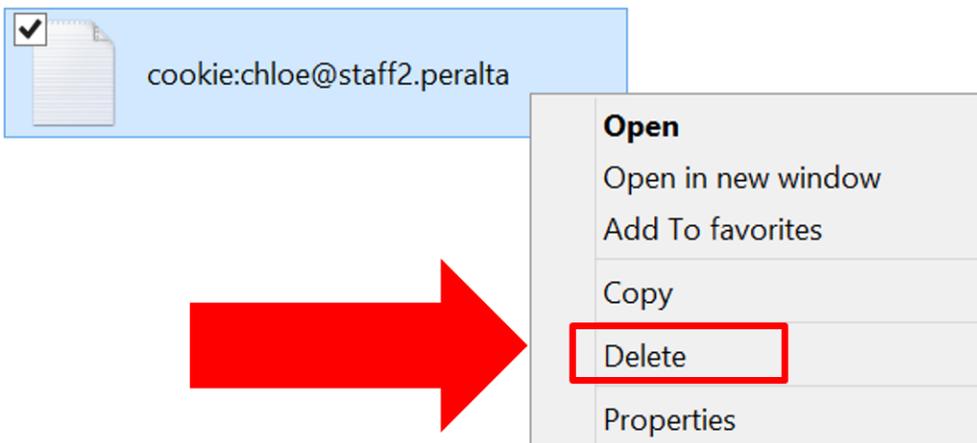


## How to delete cookies

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

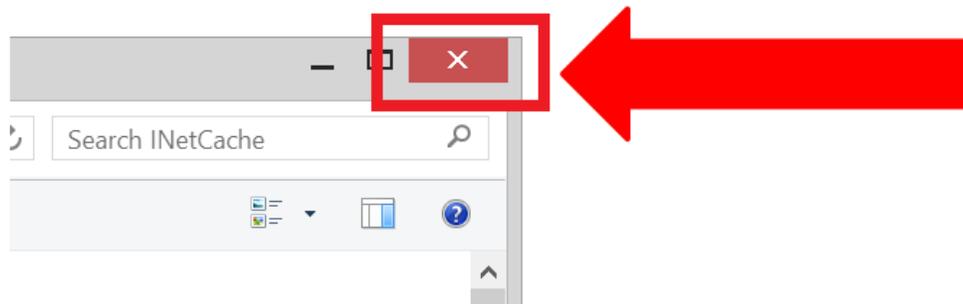


6. Select all cookies that have peralta and then right click and select **Delete**



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



## How to delete cookies

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](mailto:helpdesk@peralta.edu)