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 긴Ng 繁體中文 UK English	<u>Español</u> <u>Deutsch</u> <u>Français du Canada</u> <u>Maqyar</u> <u>Norsk</u> <u>Portuquês</u> <u>Svenska</u> 日本語 <u>Русский</u> 简体中文
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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)



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

Default browser



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

Privacy



Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. <u>Learn more</u>

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



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

 Cookies and site data
 Locally stored data
 Remove all shown peralta

 peralta.edu
 7 cookies

 access.peralta.edu
 1 cookie

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.

Site	Locally stored data	Remove all shown	peralta	
peralta.edu	7 cookies EPAPROD-8100-PORTAL- PSJSESSIONID SignOnDefaultga	OGINLIST PS_TOKEN PS		
access.peralta.edu	1 cookie			

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 <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: Rer	nember history	-				
Firefox will reme	mber your browsing, downl	oad, form	and search h	istory, ar	nd keep cookies from	websites you visit.
You may want to	clear your recent history, o	remove i	individual coo	okies.		

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

	Cookies		
Search:	: peralta		×
The fol	llowing cookies match your search:		
Site	•	Cookie Name	
🛞 ac	cess.peralta.edu	STAFF_A10_cookie-47873	
🛞 ac	cess.peralta.edu	SVPNDOMAIN\$.peralta.edu\$P	ROMT-8
🛞 m	ail.peralta.edu	cookieTest	
🛞 m	ail.peralta.edu	cookieTest	
Na	me: STAFF_A10_cookie-47873		
Conte	ent: BFIHAKAKEDBP		
H	ost: access.peralta.edu		
Pa	ath: /proxy/https/staff2.peralta.edu		
Send I	For: Any type of connection		
	ires: Tuesday, June 14, 2016 12:03:16	PM	
Expi	ires. ruesday, surie 11, 2010 12.05.10		
Expi	ove Selected Remove All		Close

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: CSMrXg4hSZyfJGmXzzC3x5Mx3BWLJclh!16				
Host: access.peralta.edu				
Path: /proxy				
Send For: Any type 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	
ONever	
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	
ОК	Cancel

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**

cookie:chloe@staff2.peralta			
	0 0 Ad	pen pen in new v dd To favori	vindow tes
	Co	ру	
	De	elete	
	Pr	operties	

- 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**



Page **10** of **11**

- 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 @ <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>