

# Web Portal Access Troubleshooting Tips

Dear User,

Thank you for reaching out regarding your access issues with our web portal. Below are some troubleshooting tips that may help you resolve the problem:

- **Check Internet Connection:** Ensure your device is connected to the internet. Try browsing other websites to verify.
- **Clear Browser Cache:** Clearing your browser's cache and cookies can resolve loading issues.
- **Try a Different Browser:** If you are experiencing difficulties in one browser, try accessing the portal using another browser.
- **Disable Browser Extensions:** Some browser extensions can interfere with website functionality. Temporarily disable them.
- **Update Browser:** Make sure you are using the latest version of your web browser for optimal performance.
- **Check Your Credentials:** Confirm that you are entering the correct username and password. If uncertain, use the "Forgot Password" feature.
- **Disable VPN/Proxy:** If you are using a VPN or proxy, try disabling it to see if access improves.

If you continue to experience issues, please do not hesitate to reach out for further assistance.

Best regards,  
Your Support Team