



Troubleshooting Login Issues

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With the recent update to the login screen, there may be some issues logging in for some users. Here are some troubleshooting tips to help alleviate current login issues..

Verify the user's login credentials

With many users having relied on saved usernames and passwords, it's crucial first to make sure that what they're entering to log in is what is listed on their accounts in the system. Usernames and passwords are the same as a user's Login IDs and PIN.

Clear their web browser's cache

The cache is like a web browser's short-term memory. Each time you access the Internet, a portion of that session is stored in the cache. After a while, this cache becomes overloaded and bogged down, which can affect how the browser interacts with the absence management system.

You can find and share steps for clearing a web browser's cache in the following below.

IMPORTANT: Have users EXIT from ALL web pages after clearing the cache, even pages not related to absence management. This is crucial for the cache clearing to take effect.

Clearing the cache will also serve the connection between the web browser and any saved login information and saved websites.

Be aware of saved or bookmarked websites for the system

The update was to the login screen for all users of the system. If users are still accessing the old website through a saved or bookmarked site AND are having trouble logging in with the bookmarked site, they might not be redirecting to the new login screen correctly.

Have users with these issues type in the URL www.aesoponline.com into their web browser's address bar and save that site for future access.



Manually type in the verified Login ID and PIN

Do not rely on any saved login credentials. Make sure users are typing in their usernames and PINs before trying to log in again. They should not be relying on any saved or prefilled login credentials, as these saved credentials might be different. Users can save their verified username and PIN after confirming they can log in.

Try using another web browser

If problems persist, try logging in using another web browser. This might help identify whether the issues are being caused by the previous web browser or by the system. If using another web browser allows access, then the issue was caused by the previous web browser, which might not have had its cache cleared correctly or is outdated.