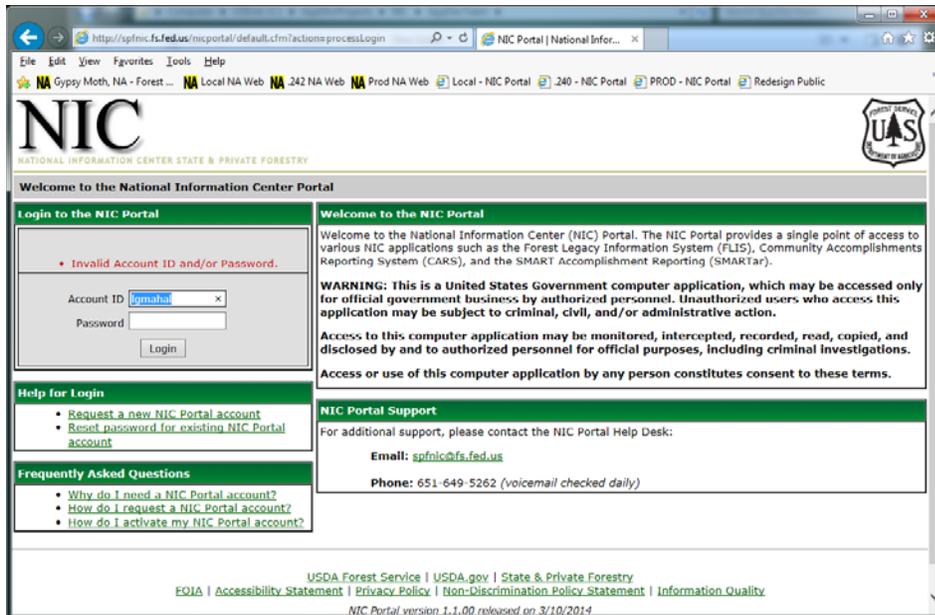


NIC Portal Login Issue

The NIC Portal login page has intermittently been having a login issue for some users. The issue occurs after a NIC Portal user enters their username and password, but then instead of being successfully logged in, they are returned to the login page without error. This may appear to the user that there is an issue with their login/password, but if there is no red error text, then this is an issue with the NIC Portal local cookie. If it is an actual login error (and NOT expired cookies), the screen would display red text as shown below:

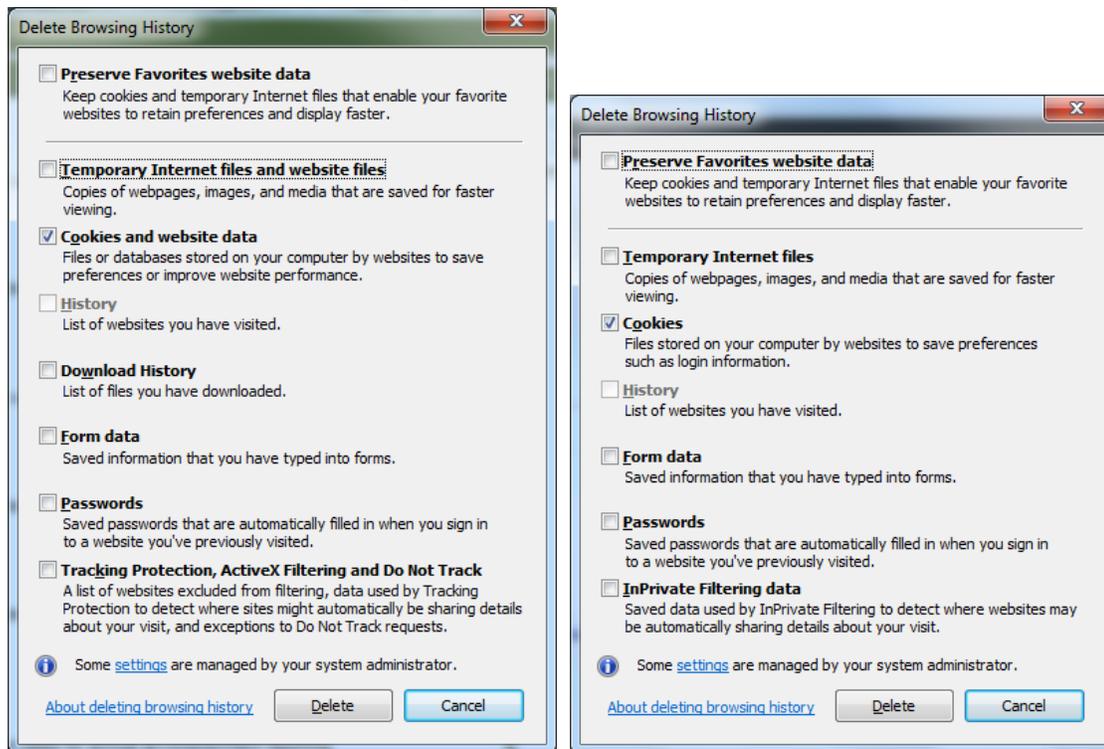


We are looking into a permanent solution; however, an immediate work around is to close the browser window (all windows), clear the cookie information, reopen the browser and try the application again. **Specific instructions on how to do this in each browser can be found on the following pages.**

INSTRUCTIONS ON DELETING COOKIES IN YOUR BROWSER

Internet Explorer 11 (or Internet Explorer 8)

1. Close ALL Internet Explorer windows.
2. Open a new Internet Explorer browser window.
3. Press Ctrl-Shift-Delete – the following window will be displayed (IE11 screenshot on left, IE8 on right):

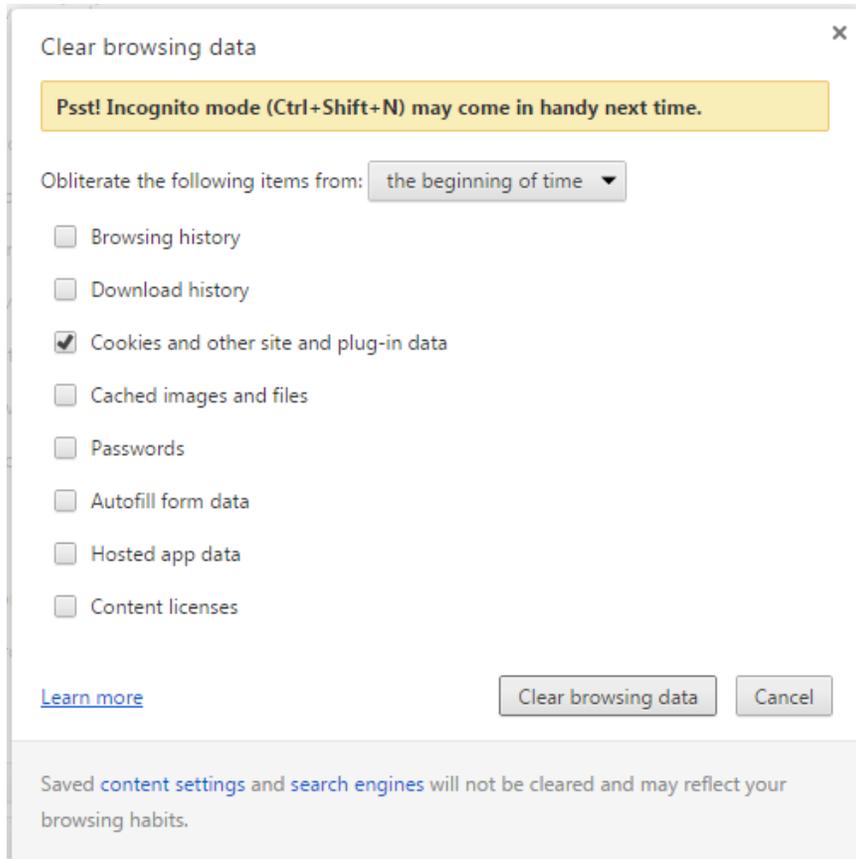


4. Make sure that you check only the “Cookies and website data” in IE11 (or “Cookies” in IE8) as shown above.
5. Click on “Delete”.
6. The system will show a success window at the bottom of the browser window that says “Internet Explorer has finished deleting the selected browsing history”.
7. Close the browser window.
8. Open a fresh Internet Explorer window, and log into the NIC portal.

This should fix the problem.

Google Chrome

1. Close ALL Chrome windows.
2. Open a new Google Chrome window
3. Press Ctrl-Shift-Delete – the following window will be displayed:

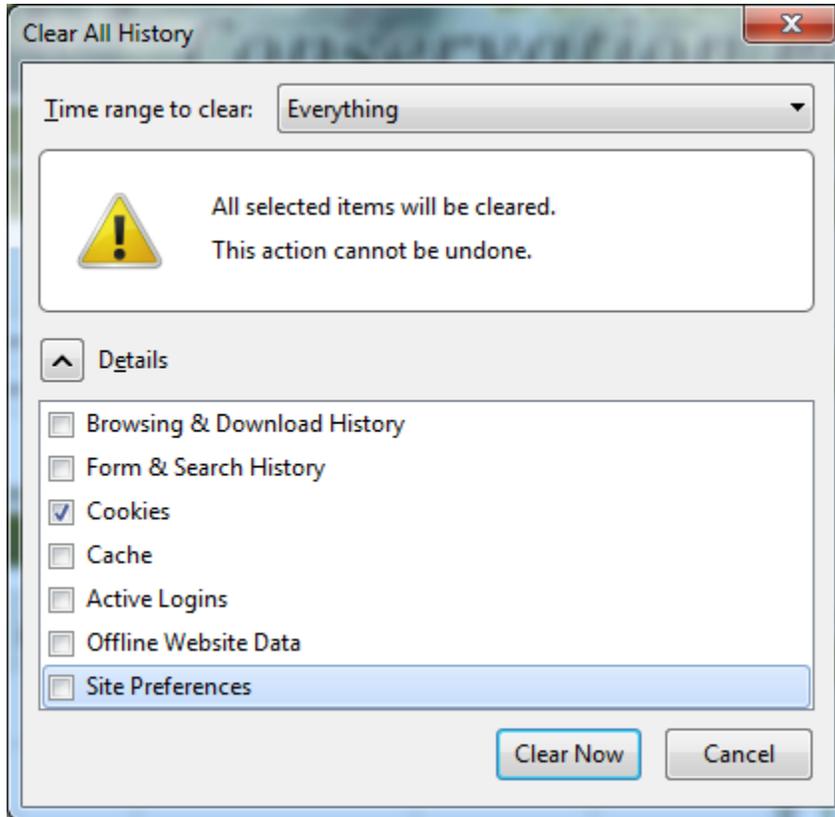


4. Make sure that you check only the “Cookies and other site and plug-in data” as shown above,
5. Click on “Clear browsing data”.
6. The system will clear the browsing data, and the pop-up screen will disappear.
7. Close the browser window.
8. Open a fresh Google Chrome window, and log into the NIC portal.

This should fix the problem.

Mozilla Firefox

1. Close ALL Firefox windows.
2. Open a new Firefox browser window
3. Press Ctrl-Shift-Delete – the following window will be displayed



4. Make sure that you check only the “Cookies” checkbox as shown above.
5. Click on “Clear Now”.
6. The system will clear the browsing data and the pop-up screen will disappear.
7. Close the browser window.
8. Open a fresh Firefox window and log into the NIC portal.

This should fix the problem.