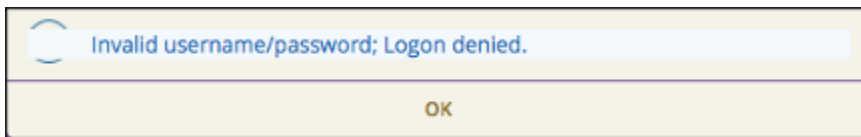


## Invalid Username/Password; Logon denied Error

### The Error

If you see this message while trying to log in to any Self-Service App in PiratePort (i.e., Student Self Service, Registration & Planning, My Information, or Faculty & Advisor Self Service):



It means your browser thinks you are still logged in and will not start a new session until you log out.

### The Fix

- Quit (completely, making sure all windows/tabs are closed) and Reopen your Browser
- Open a different browser, or
- Open a browser in private/incognito mode, or
- Clear your browser cache and restart the browser
  - [Clear Browser Cache – Internet Explorer](#)
  - [Clear Browser Cache - Chrome](#)
  - [Clear Browser Cache - Firefox](#)

**To avoid this error in the future, ALWAYS log out of the registration app and close the browser completely when done.**

### The Explanation

When you log in to any application and identify (authenticate) who you are with your PirateID and passphrase, your browser remembers (caches) your credentials as long as the app session is active. You may see this error if:

- The app times out due to inactivity
- You do not log out
- You never restart your browser

When you completely close your browser, this clears your credentials from the browser cache, and you can start a new session problem free.