Blue Login Issues Troubleshooting Guide 12-28-2022

Below are the troubleshooting steps, and hopefully this will fix the issues.

Troubleshooting Blue Login Issues

Go to our SET webpage and login using "SET Login" which is the middle picture. Use your UConn NetID and password to login:

https://bpir.uconn.edu/home/institutional-research/set/

Other solutions:

1. Quit out of browser and starting again
2. Try a different browser
3. Clear your web browser cookies and cache
4. Confirm not using old link that was bookmarked. Needs to be:
   https://blueapp.grove.ad.uconn.edu/Blue/
5. If steps above do not work try connecting to UConn VPN, then repeat steps above.
   a. If VPN not installed use this link to install and configure:
      https://kb.uconn.edu/space/IKB/10907091023/Cisco+AnyConnect+VPN