

# Student Experience of Teaching (SET) Surveys

## Blue 9 Login Issues Troubleshooting Guide 09-23-2025

Below are troubleshooting steps, and hopefully these fix the issues.

### Troubleshooting Blue 9 Login Issues

Go to our BPIR SET webpage and login using the “SET Login” link which is the middle picture. Use your UConn NetID or email and password to login: <https://bpir.uconn.edu/home/institutional-research/set/>

### **Troubleshooting steps and solutions:**

1. The upgrade to Blue 9 changed the login link on 9/17/25. Please confirm that you are not using an outdated login link that was bookmarked or saved, or by using a link from an older SET email. The new Blue 9 link should be: <https://blueapp.uconn.edu/>
2. After you click on the new login link, select "CAS" to be taken to the UConn Single Sign-On (SSO) login screen. You will then be prompted to login with your either your UConn NetID or email and password. You will not need to login if you already are through SSO on another UConn webpage.
3. If the login fails, please confirm that your UConn NetID and email password is correct by logging in here <https://netid.uconn.edu/>. If this fails, please contact ITS for help updating your password: [techsupport@uconn.edu](mailto:techsupport@uconn.edu)
4. Close every window of your web browser, and once confirmed it's fully closed try using it again.
5. Try using a different web browser, or switch your current browser to Incognito or Private mode.
6. If it works in Incognito or Private mode, then clear your web browser cookies and cache. These modes simulate a clean slate, as it prevents your browser from using any cookies or cached files.
7. If the steps above do not work, try connecting to UConn VPN and then repeat the steps above. If the UConn Cisco AnyConnect VPN is not installed, please use this link to install and configure: <https://kb.uconn.edu/space/IKB/10907091023/Cisco+AnyConnect+VPN>
8. As a last resort, restart your computer fully to clear any system issues or bugs. For Windows computers, please click on “Restart” as only this option fully reboots the system. Clicking on “Shut down” uses something called “Fast Startup”, which is a very deep sleep mode instead.
9. If the SET Blue login issues still persist, please email us at [seteaching@uconn.edu](mailto:seteaching@uconn.edu) for support.
10. For various updated Blue 9 help resources, please visit the SET [Support Resources](#) webpage.