

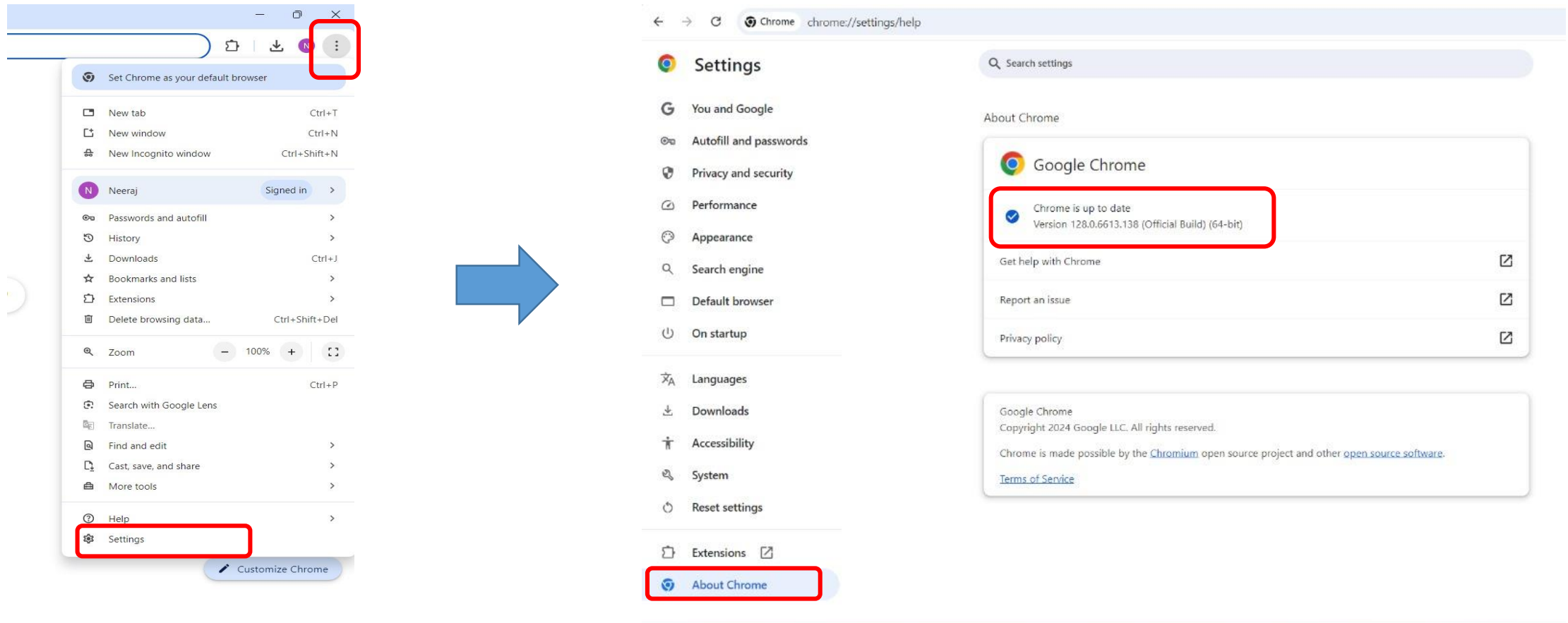
**Advisory for Portal Login and  
Logout Issues on  
<https://intraawards.gov.in/>**

**Issue:** - Sometimes, users may encounter an issue where, after entering their Login ID and Password and clicking the "Login" button, the screen returns to the login page without proceeding.

**Solution:** - Here are some solutions to resolve this issue:- (If you are using Chrome Browser)

**Solution 1** – Update Your Browser

- Ensure that your browser is updated to the latest version.
- Click on **Customize and Control Google Chrome ( : )** > Go to **Settings** > **About Chrome** > Check for updates.



## Solution 2 – Clear Browsing Data

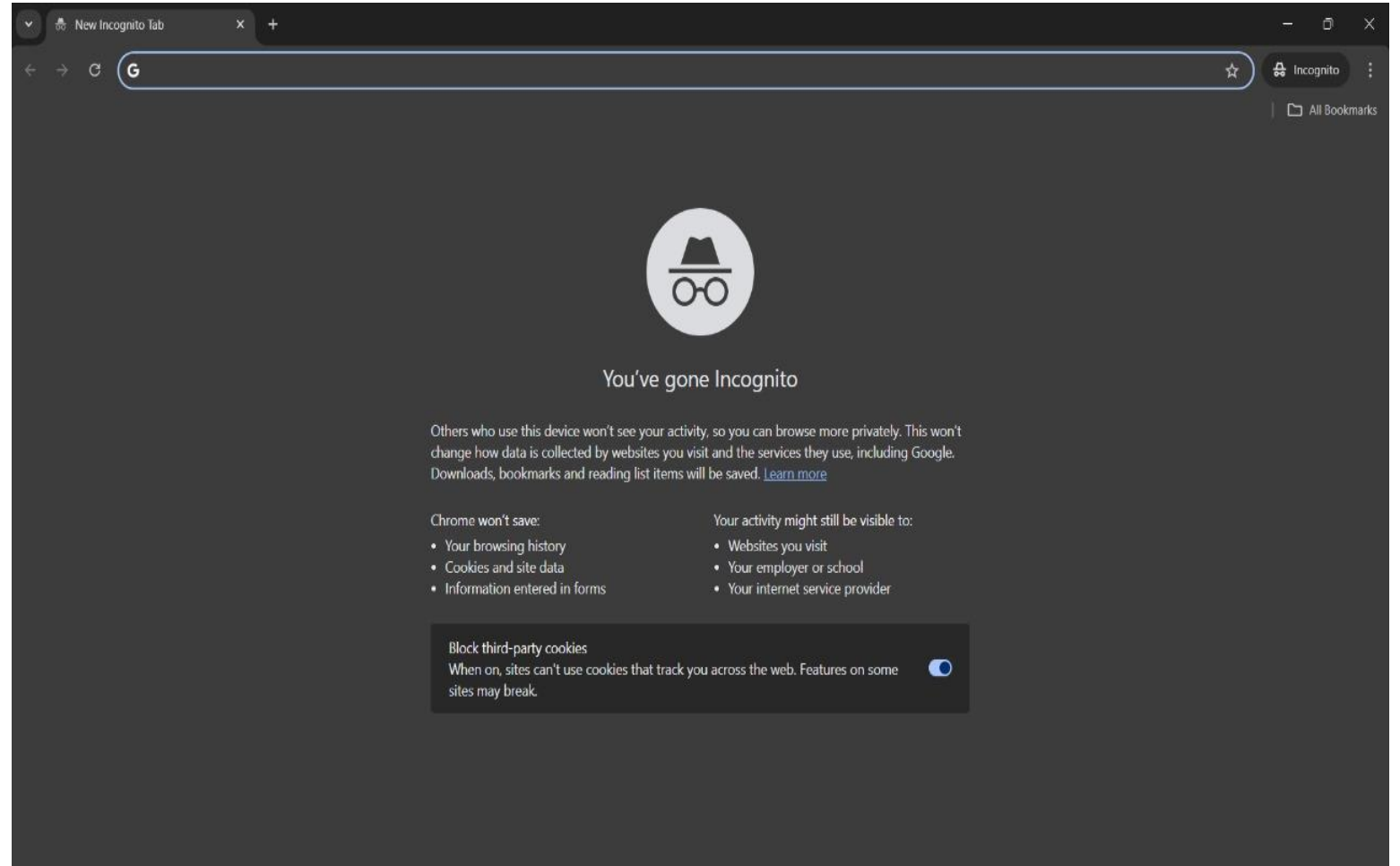
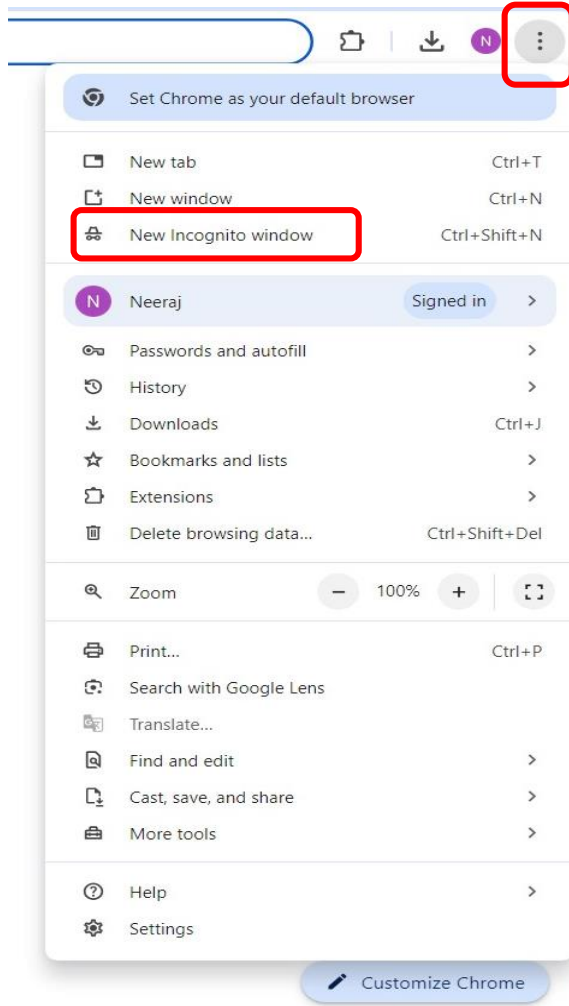
- Delete browsing history, download history, cookies, cached images and files, autofill data, site settings, and hosted app data.
- Press **Ctrl + Shift + Delete**, or
- Click on **Customize and Control Google Chrome ( : )** > Go to **Settings** > **Privacy and Security** > **Delete browsing data** > **Advanced** > Set Time range to **All time** > Select **all options** except Passwords and other sign-in data > Click **Clear data**.

The image illustrates the steps to clear browsing data in Google Chrome:

- Step 1:** Open the Chrome menu (three vertical dots) and click on **Settings**.
- Step 2:** In the Settings page, click on **Privacy and security**.
- Step 3:** In the **Delete browsing data** dialog, select the **Advanced** tab. Set the **Time range** to **All time**. Check all options except **Passwords and other sign-in data**. Click **Delete data**.

### Solution 3 – Open an Incognito Window

- Press **Ctrl + Shift + N**, or
- Click on **Customize and Control Google Chrome ( : ) >**



## **Solution 4** – Try a Different Browser

- If the issue persists, try using other browsers such as **Firefox**, **edge**, **Brave**, or **Opera**.

**Firefox**



**edge**



**Brave**



**Opera**

