

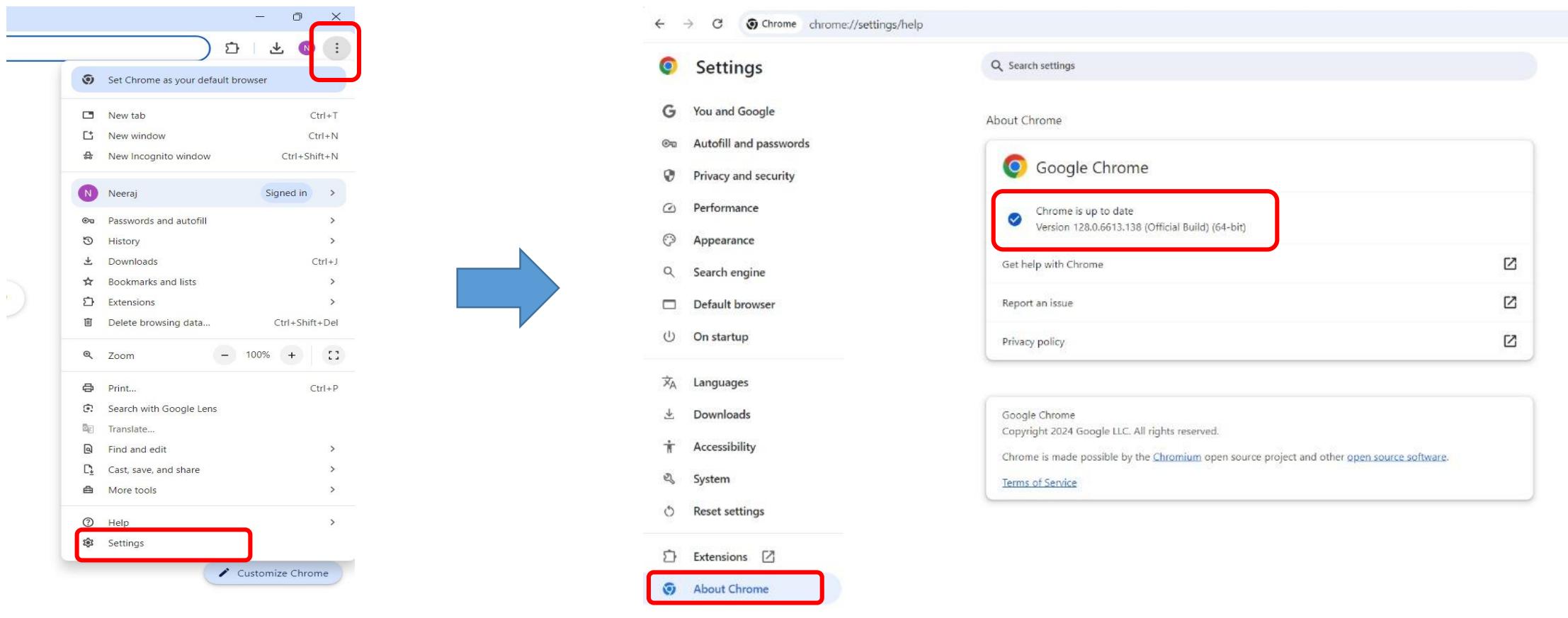
Solution to Portal Login and Logout Issues on <https://awards.gov.in>

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)

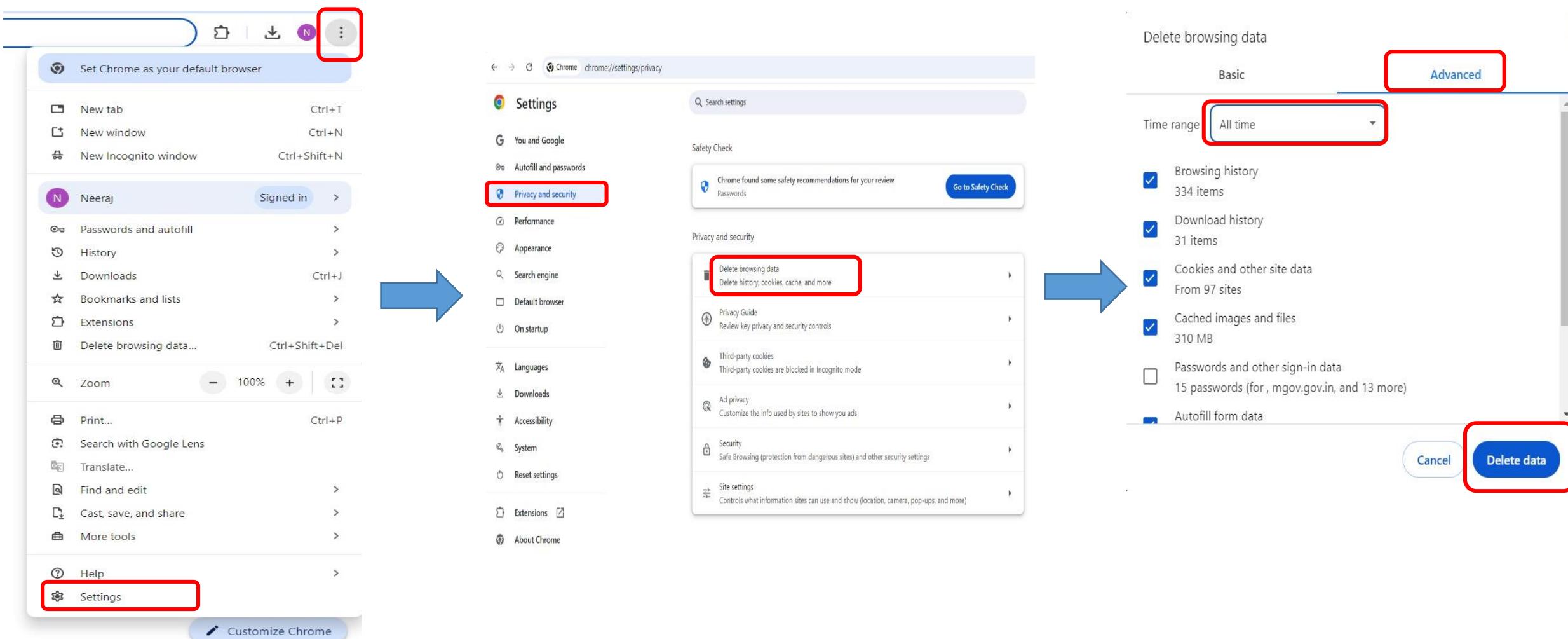
Solution 1 – Update Your Browser

- 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.



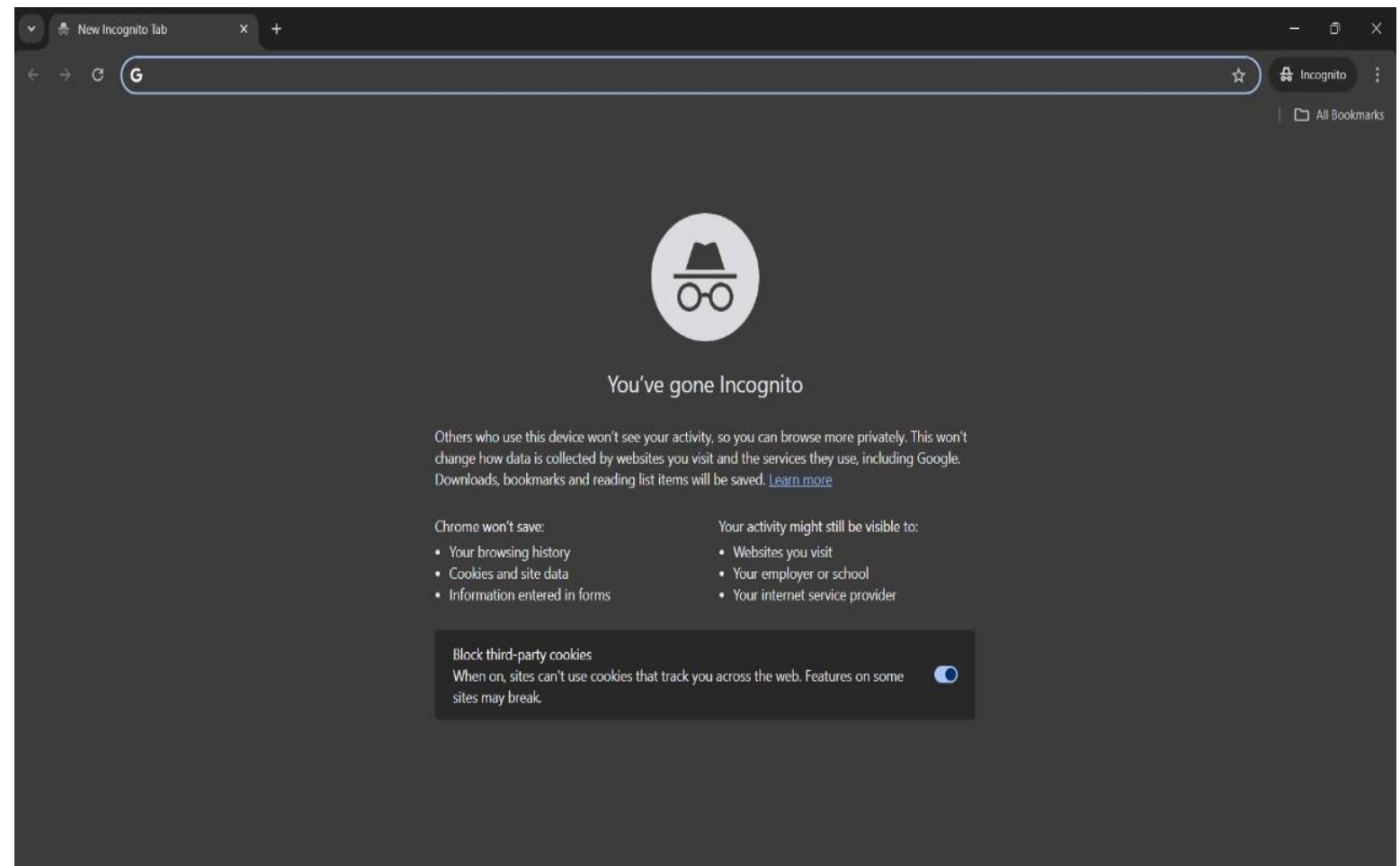
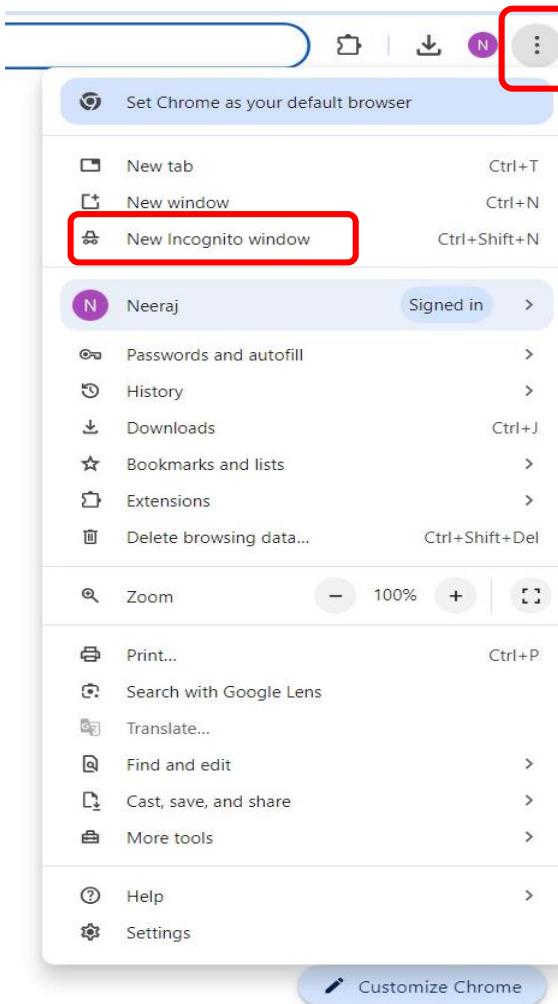
Solution 2 – Clear Browsing Data

- 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**.



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



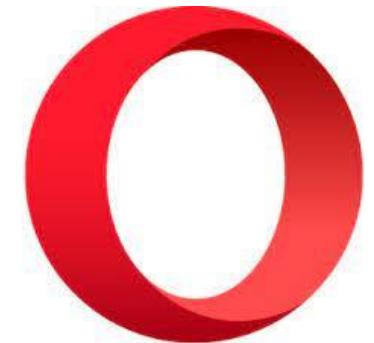
edge



Brave



Opera

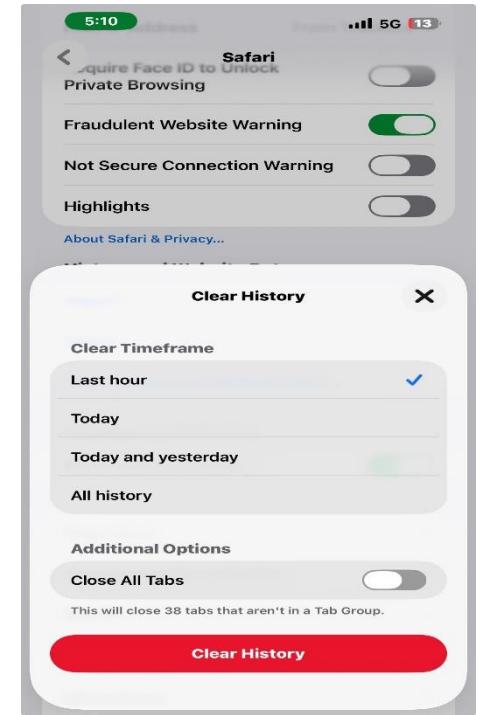
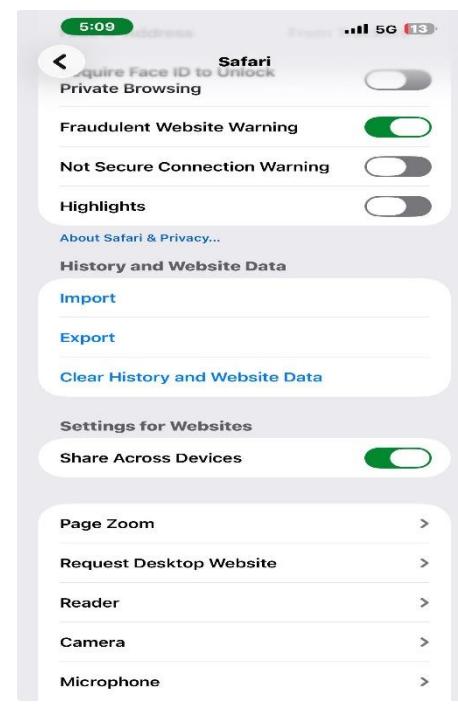
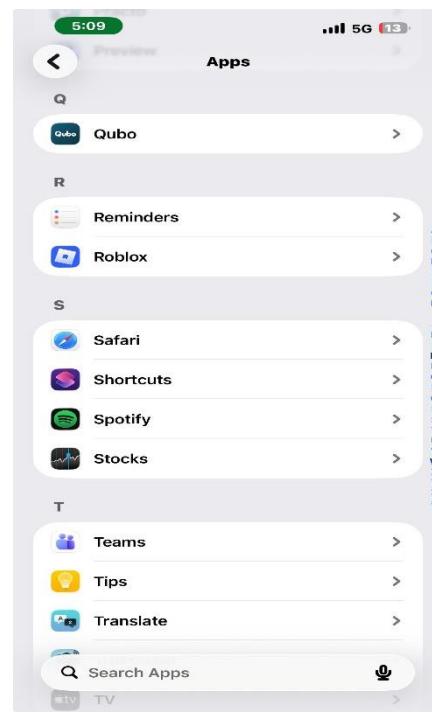


Solution: - Here are some solutions to resolve this issue:- (If you are using Safari Browser) -

Solution 1 – On iPhone/iPad (iOS)

To Clear History, Cache, and Cookies (All at once):

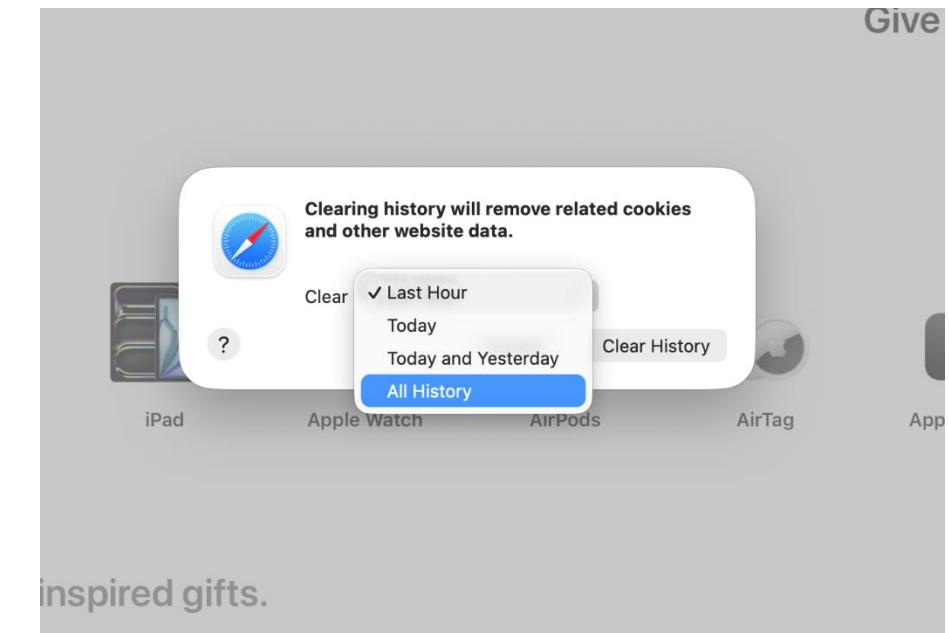
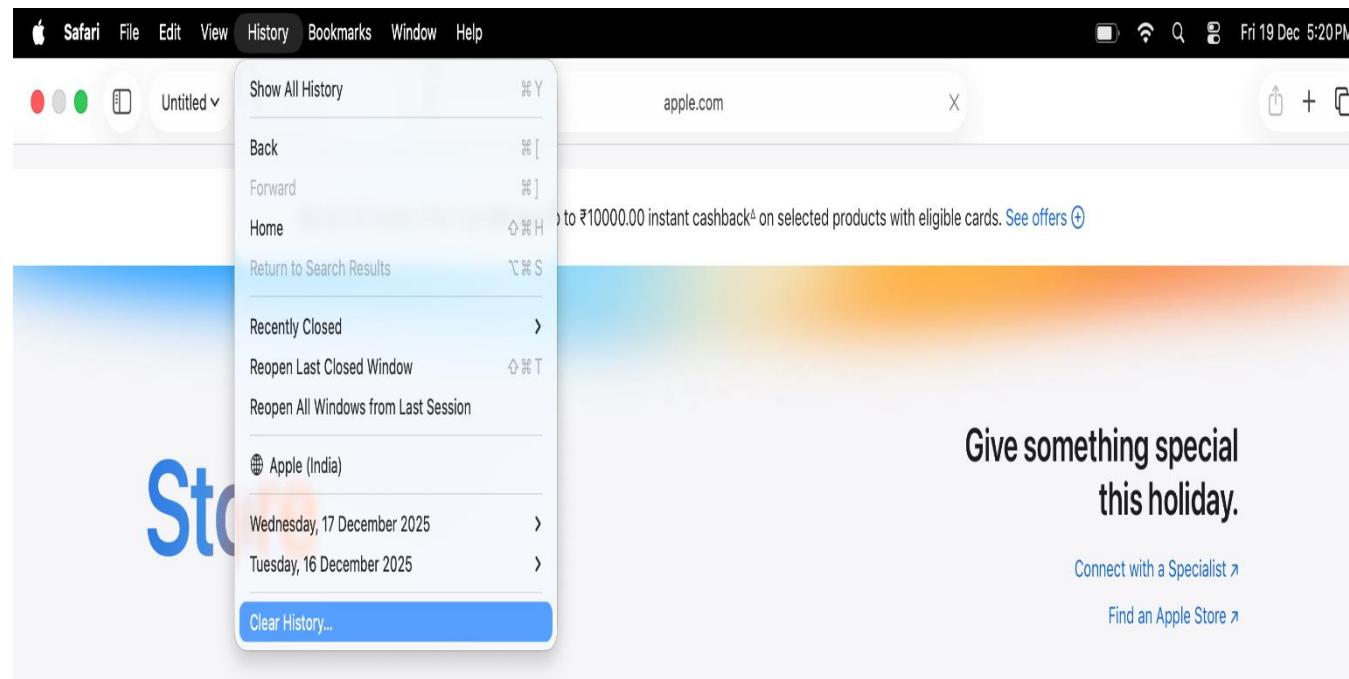
1. Open the Settings app.
2. Scroll down and tap Safari.
3. Scroll to the bottom and tap Clear History and Website Data.
4. Select a timeframe (e.g., Last Hour, Today, All History).
5. Tap the red Clear History button to confirm.



Solution 2 – On Mac (macOS)

To Clear History, Cache, and Cookies (All at once):

1. Open Safari
2. Click History in the top menu bar.
3. Select Clear History
4. Choose a time range from the dropdown menu and click Clear History.



Thank you