myHousing Portal Access Troubleshoot

Browser Issues with myHousing Portal
Some people will experience issues when going to the myHousing portal. This can include immediate error messages, or error messages after being directed to and logging in to myBama. Below are some troubleshooting tips for individual browsers.

When an error occurs, the first step is to try another browser or device. Type the https://myhousing.ua.edu URL in the browser URL bar directly without following a link.

If the issues below do not resolve the issue, most Windows computers will have Internet Explorer installed but hidden. While use of Internet Explorer is not recommended normally, it is worth a try to pull up Internet Explorer and type the myHousing URL directly into the URL box in the browser. To open Internet Explorer, type “Internet Explorer” into the computer’s search bar and then select the “Internet Explorer” icon to open IE:
Still not working?
If you are still having issues accessing the portal even with another browser, try clearing your browser’s cache. Select your browser from the list below for instructions on clearing the cache:

- Chrome
- Firefox
- Safari
- Microsoft Edge
- Advanced Chrome Troubleshooting

Chrome

*Step 1 – Clear the Cache*
Open the Chrome browser on your desktop. Navigate through the Chrome menu (the three vertical dots) on the top-right corner of the screen and select “Settings”.

![Chrome menu with Settings highlighted](image-url)
Click on “Clear browsing data” under the “Privacy and security” section.

Once the “Clear browsing data” screen appears, click the “Advanced” tab. Select the check boxes for “Browsing history”, “Cookies and other site data”, “Cached images and files”, “Passwords and other sign-in data”, “Autofill form data”, “Site Settings” and “Hosted app data”. Select the time range as “All time” and click the “Clear Data” button:
Step 2. Disable the Browser Extensions

The “ERR_TOO_MANY_REDIRECT” could result from Chrome extensions also. Try disabling the extensions to fix the problem.

Launch the Chrome browser on your PC. Click on the Menu Icon on the top-right corner of the browser window and hover the mouse over “More Tools”, then select “Extensions”.

Disable all extensions and check to see if this resolved by going to Step 3. **Follow Step 3 exactly.** If so, re-enable the extensions one at a time until you encounter the error again. If this did not help, go ahead and re-enable all of the extensions.
Step 3 – Closing Chrome and Using Incognito

Close Chrome. Make sure you do not have Chrome opened more than once. If you do, close them all.

Open Chrome. **Do not follow any links!** Navigate through the Chrome menu (the three vertical dots) on the top-right corner of the screen and select “New incognito window”:

![Chrome menu](image)

For staff access, type in `myhousing.ua.edu/admin` and hit enter.

For student access, type in `myhousing.ua.edu` and hit enter.

**It is important that you type this directly in the URL box and not follow any link.**
Firefox

Clear the Cache
To clear the cache in Firefox, follow these steps:

- Click the menu button (three vertical lines) and select Options.
- Select the “Privacy & Security” panel.
- In the **Cookies and Site Data** section, click Clear Data

With “Cookies and Site Data” and “Cached Web Content” check marked, click the **Clear** button:

Close the **about:preferences** page. Any changes you've made will automatically be saved. Close and re-open Firefox. Make sure all instances of Firefox that you may have opened are closed.
**Safari**

**iOS**
Navigate to Settings > Safari > Clear History and Website Data. Tap the “Clear History and Data” option to confirm your choice. This button will clear all sensitive browsing data, including your cookies and cache.

**Safari on a Mac**
On Safari, click the “History” menu and select “Clear History…” at the bottom.
Once you do this, you will be given a choice, you can delete “the last hour”, “today”, “today and yesterday”, and “all history”. When you’ve decided, you can click the “Clear History” button and the history will be clear per your preference.

If you want to clear just part of your history, click “Show History” (“Command + Y”).

Click on the site or use the “Command” key to select several sites, then press the “Delete” key.
While you’re in the Safari preferences, click on the “Privacy” tab. To clear cookies altogether, click “Remove All Website Data…”.

You will be asked to confirm you want to “remove all data stored by websites on your computer”.

If you don’t want delete all your cookies, you can click the “Details…” button. On this page, you will see all the cookies stored on your computer. If you select one, you can delete only that single cookie, or you can hold the “Command” button and select several, or you can “Remove All” of them.

Keep in mind if you do this, any websites you might have personalized will be removed, and you will be logged out of all websites (though it should be easy to log back in if you’ve saved your username and password)
1. Navigate to the Menu (three vertical lines) and select “Settings”:

![Menu and Settings](image1.png)

2. Select “Privacy and Security”:

![Privacy and Security](image2.png)

3. Under Clear browsing data, select Choose what to clear. Select all of the checkboxes as shown below:

![Clear browsing data](image3.png)

4. Select Clear. Close and re-open the Edge browser.
Deleting the Chrome Data Folder
If all else fails, you can try deleting the Chrome folder. To do this you will need to enable viewing of hidden files.

**Step 1 - Showing Hidden Files**

Open “File Explorer” from the taskbar or type “File Explorer” in the search bar on your computer and select the “File Explorer” icon from the results.

Select “View” and then check the box next to “Hidden items”:

![Image of File Explorer showing hidden files enabled](image1)

**Step 2 – Deleting the Chrome Folder**

In “File Explorer” navigate to the local disk (C:) drive and the “Users” folder:

![Image of File Explorer showing Users folder location](image2)
Locate the Users->”Insert your user folder name here”->AppData->Local->Google->Chrome folder. In this case, our user account on the computer is “Bobby”:

Make sure Chrome is not open, click on the Chrome folder, and delete the folder using the “Delete” key on your keyboard.