If log in to Account Services fails

If you cannot log into the Account Services page, then you can often solve this by using a different browser (Firefox, Chrome of Internet Explorer). If that does not work, then clearing your browser's cache might help. This document describes how to do that.

If you still experience login problems after emptying the browser cache, this may be caused by the cookie settings of your browser. Since a security update, a number of browsers are refusing "third party cookies" by default. Because cookies from ULCN are not accepted, you will not be logged in, but the login page is updated. You can read below how to adjust your browser settings.

First try Firefox, Chrome or Internet Explorer

If Safari or Opera is your browser, then first try another browser, like Firefox, Chrome or Internet Explorer.

If Edge is your browser, then make sure that you are using the latest version. (Unfortunately, some managed computers at the university have an Edge version that is not suitable.)

If you can log in successfully with a different browser, then use that browser for l Account Services.

Test whether cache memory causes the problem

Was your login still unsuccessful? Then you can do this small test to discover whether the cache memory of the browser is causing the problem:

1. Open your browser and use this key combination to temporarily disable the cache memory as a test:

   - Chrome: Ctrl+Shift+n
   - Firefox: Ctrl+Shift+p
   - Internet Explorer: Ctrl+Shift+p

2. Your browser then opens a window in incognito mode, where cache is not used.

3. Go to https://account.services.universiteitleiden.nl and log in. If you still cannot log in successfully, then please contact the ISSC helpdesk (helpdesk@issc.leidenuniv.nl, +31(0)715278888).

4. If your login was successful now, then the cache memory was the cause of your login problem. Log off again, close the incognito test window and clear the cache of your browser.

Clear the cache memory of the browser

You can clear the cache memory as follows:

Chrome:

1. Click the three dots in the top right corner.
2. Click Settings in the menu.
3. Click History in the menu on the left.
4. Click Clear browsing data...
5. Select Empty the cache and Delete cookies and other site plug-in data from the list.
6. Click Clear browsing data at the bottom. Your browser cache is now empty.
7. Restart the browser.

Firefox:

1. Click the three dashes in the top right corner.
2. Click History > Clear Recent History.
3. Set Time range to clear to everything
4. Click on the arrow next to Details to expand the list of history items.
5. Select Cookies and Cache and make sure that other items you want to keep are not selected.
6. Click Clear Now to clear the cookies and close the Clear Recent History window.
7. Restart the browser.

Internet Explorer:

1. Click the gear wheel at the top right corner.
2. Click Safety in the menu.
3. Click Delete browsing history in the submenu.
4. Select Preserve Favorites website data, Temporary Internet files and Website files and cookies and Website data from the list.
5. Click Delete.
6. At the bottom of the page the browser notifies you when the browser cache is cleared.
7. Restart the browser.

Your browser cache is now cleared. Log in again at https://account.services.universiteitleiden.nl and change your password.

If you still cannot log in successfully, then please contact the ISSC helpdesk:helpdesk@issc.leidenuniv.nl, +31(0)71 527 8888.

Adjust the cookie settings of the browser

Browser settings can be manually adjusted so that third-party cookies are accepted:

Chrome (Windows)

1. Open chrome and click in the address bar;
2. Fill in *chrome://flags/#same-site-by-default-cookies* and enter;
3. make sure the setting for "SameSite by default cookies" is disabled.

Safari (MacOS):

1. Go to settings
2. Select Safari
3. Go to the privacy tab
4. Uncheck "Website tracking: prevent cross-site tracking"
5. Restart your browser

Safari (iOS):

1. Go to settings
2. Select Safari
3. Go to the privacy tab
4. Make sure "Website tracking: prevent cross-site tracking" is not active (grayed out)
5. Restart your browser