Below are the troubleshooting steps, and hopefully this will fix the issues.

**Troubleshooting Blue Login Issues**

Go to our SET webpage and login using “SET Login” which is the middle picture. Use your UConn NetID and password to login:

https://bpir.uconn.edu/home/institutional-research/set/

**Other solutions:**

1. Quit out of browser and starting again
2. Try a different browser
3. Clear your web browser cookies and cache
4. Confirm not using old link that was bookmarked. Needs to be:
   https://blueapp.grove.ad.uconn.edu/Blue/
5. If steps above do not work try connecting to UConn VPN, then repeat steps above.
   a. If VPN not installed use this link to install and configure:
      https://kb.uconn.edu/space/IKB/10907091023/Cisco+AnyConnect+VPN