Site Login Troubleshooting Tips

- User name is administrator’s email address
- Password requirements:
  - Passwords must be at least 8 characters long and can be as long as 30 characters.
  - Passwords must contain at least one letter, one number, and one special character.
  - Passwords cannot contain your username.
  - Password must not contain repeating characters.
  - Password must contain at least one uppercase letter and lowercase letter.
  - Password must be different from your old passwords.
  - Password assistance or account lockouts, contact iSupplyGW at 571-553-0300 or email isupplygw@gwu.edu
- Verify that the correct URL is being utilized – an incorrect URL was previously circulated:  https://isupply.gwu.edu/login
- Clear the Browser cache and try logging into the site again. Use Ctrl + Click for specific instructions:
  - Internet Explorer for Windows Users
  - Chrome for Windows Users
  - Firefox for Windows Users
  - Safari for Mac Users
- Contact your information technology team and verify that port “8443” outbound traffic is not being blocked by a firewall setting. If port “8443” is being specifically blocked, please request a new firewall rule to allow for traffic to the site.
- Is a VPN (Virtual Private Network) in use? If yes, temporarily disconnect the VPN connection and try logging into the site.
- Refer to the Supported Browser Listing at the end of this document to verify that the Browser version is supported. Supported Browsers are (Use Ctrl + Click):
  - Internet Explorer for Windows Users
  - Chrome for Windows Users
  - Firefox for Windows Users
  - Safari for Mac Users
Try adding the following to the **Internet Explorer** Trusted Sites.

In **Internet Explorer**, click on Tools > Internet Options
Click on the Security tab > Click on “Trusted Sites” > Click the Sites button

Add https://*.es.gwu.edu > Click the Close button
Click the OK button

Login to [https://isupply.gwu.edu/login](https://isupply.gwu.edu/login)
How to Clear the Browser Cache

Internet Explorer – How to Clear the Browser Cache

In Internet Explorer, click on Tools > Internet Options

[Diagram showing Internet Explorer interface with options]

- Delete browsing history...
- InPrivate Browsing
- Tracking Protection...
- ActiveX Filtering
- Diagnose connection problems...
- Reopen last browsing session
- Add site to Start menu

- View downloads
- Pop-up Blocker
- SmartScreen Filter
- Manage add-ons

- Compatibility View
- Compatibility View settings
- Subscribe to this feed...
- Feed discovery
- Windows Update
- F12 developer tools

Internet options
Click the General tab > Click on the Delete button
Ensure that the Temporary Internet Files, Cookies, and History items are checked > Click the Delete button

![Delete Browsing History](image-url)
Click the OK button

Login to https://isupply.gwu.edu/login

Chrome – How to Clear the Browser Cache
Click Control Bars > Settings
Click at the bottom of the screen.

Click 

Check the following options and click 

Clear browsing data

Obliterate the following items from: the beginning of time 

☐ Browsing history
☐ Download history
☐ Cookies and other site and plugin data
☐ Cached images and files
☐ Passwords
☐ Autofill form data
☐ Hosted app data
☐ Content licenses
Firefox – How to Clear the Browser Cache

Click on History > Clear Recent History

<table>
<thead>
<tr>
<th>Google - Mozilla Firefox</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>File</td>
<td>Edit</td>
</tr>
<tr>
<td>View</td>
<td>History</td>
</tr>
<tr>
<td>Bookmarks</td>
<td>Tools</td>
</tr>
<tr>
<td>Help</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Google</th>
<th>Show All History</th>
<th>Ctrl+Shift+H</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear Recent History...</td>
<td>Ctrl+Shift+Del</td>
<td></td>
</tr>
</tbody>
</table>
Ensure that Browsing and Download History checkbox is checked > click the Clear Now button

Login to [https://isupply.gwu.edu/login](https://isupply.gwu.edu/login)

**Safari – How to Clear the Browser Cache**

Click on History > Clear History

Login to [https://isupply.gwu.edu/login](https://isupply.gwu.edu/login)
**Supported Browser Listing**

The tables below outline the currently certified Browser and Desktop Client Operating System with minimum versions, where applicable.

**Internet Explorer for Windows Users**

- Determine the Internet Explorer version

Click on Help > About Internet Explorer > A new window will open with the browser version > Check the tables to see if the version is supported

**Certification Matrix for Internet Explorer (64-bit) Browsers**

<table>
<thead>
<tr>
<th>Browser Version</th>
<th>Windows 10</th>
<th>Windows 8</th>
<th>Windows 7 (64-bit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>IE 11 (64-bit)</td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>IE 10 (64-bit)</td>
<td>Not Certified</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>IE 9 (64-bit)</td>
<td>Not Certified</td>
<td>Not Certified</td>
<td>Supported</td>
</tr>
<tr>
<td>IE 8 (64-bit)</td>
<td>Not Certified</td>
<td>Not Certified</td>
<td>Supported</td>
</tr>
</tbody>
</table>

**Certification Matrix for Internet Explorer (32-bit) Browsers**

<table>
<thead>
<tr>
<th>Browser Version</th>
<th>Windows 10</th>
<th>Windows 8</th>
<th>Windows 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>IE 11</td>
<td>Supported</td>
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</tr>
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<td>IE 10</td>
<td>Not Certified</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>IE 9</td>
<td>Not Certified</td>
<td>Not Certified</td>
<td>Supported</td>
</tr>
<tr>
<td>IE 8</td>
<td>Not Certified</td>
<td>Not Certified</td>
<td>Supported</td>
</tr>
</tbody>
</table>
Firefox for Windows Users

- Determine the Firefox browser version

Click on Help > About Firefox > A new window will open with the browser version > Check the tables to see if the version is supported

Certification Matrix for Firefox (32-bit) browsers

<table>
<thead>
<tr>
<th>Browser Version</th>
<th>Windows 10</th>
<th>Windows 8 (Desktop Mode) (32-bit &amp; 64-bit)</th>
<th>Windows 7 (32-bit &amp; 64-bit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firefox ESR 38.x</td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
</tr>
</tbody>
</table>
Chrome for Windows Users

- Determine the Chrome browser version

Click Control Bars > Help and about > About Google Chrome

<table>
<thead>
<tr>
<th>Browser Version</th>
<th>Windows 10</th>
<th>Windows 8 (Desktop Mode) (32-bit &amp; 64-bit)</th>
<th>Windows 7 (32-bit &amp; 64-bit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome v44</td>
<td>Supported</td>
<td>Supported</td>
<td>Not Certified</td>
</tr>
<tr>
<td>Chrome v35</td>
<td>Supported</td>
<td>Supported</td>
<td>Supported</td>
</tr>
</tbody>
</table>
Safari for Mac Users

- Determine the Safari browser version

Click on Safari > About Safari > A new window will open with the browser version > Check the tables to see if the version is supported

**Safari: Certification Matrix**

<table>
<thead>
<tr>
<th>Browser Version</th>
<th>OS X v10.8.2 or higher</th>
<th>OS X v10.9.1 or higher</th>
<th>OS X v10.10.2 or higher</th>
</tr>
</thead>
<tbody>
<tr>
<td>Savar 8.0.3 or higher</td>
<td>Not certified</td>
<td>Not certified</td>
<td>Supported</td>
</tr>
<tr>
<td>Safari 7.0.1 or higher</td>
<td>Not certified</td>
<td>Supported</td>
<td>Not certified</td>
</tr>
<tr>
<td>Safari 6.0.2 or higher</td>
<td>Supported</td>
<td>Not certified</td>
<td>Not certified</td>
</tr>
</tbody>
</table>