

Struggling to sign in on Infonetica?

Please follow below troubleshooting steps to determine the problem and resolve the issue:

1. Do you have an active user engagement with SU?	1
2. Are you signing in correctly?	1
3. Has your password expired?	2
4. Have you cleared your browser history?	2
5. Still unable to log in after trying ALL these steps?	3
Clearing your browser history on Google Chrome	4
Clearing your browser history on Mozilla Firefox	6
Clearing your browsing history on Internet Explorer	7
Clearing your browser history on Microsoft Edge (Windows 10)	8

1. Do you have an active user engagement with SU?

You must be a registered student to access this system. If you are not a registered student you will not be able to login. Please make sure you are registered before attempting to login.

Students who require applying for ethics clearance before they are registered must do this in consultation with their relevant department as the department will have to add them to the Information Technology SUNID temporary user database so that the student can be issued a username and password by IT. Please note that the SUNID process is not an ethics process, it is a completely separate process and is handled entirely by the relevant department.

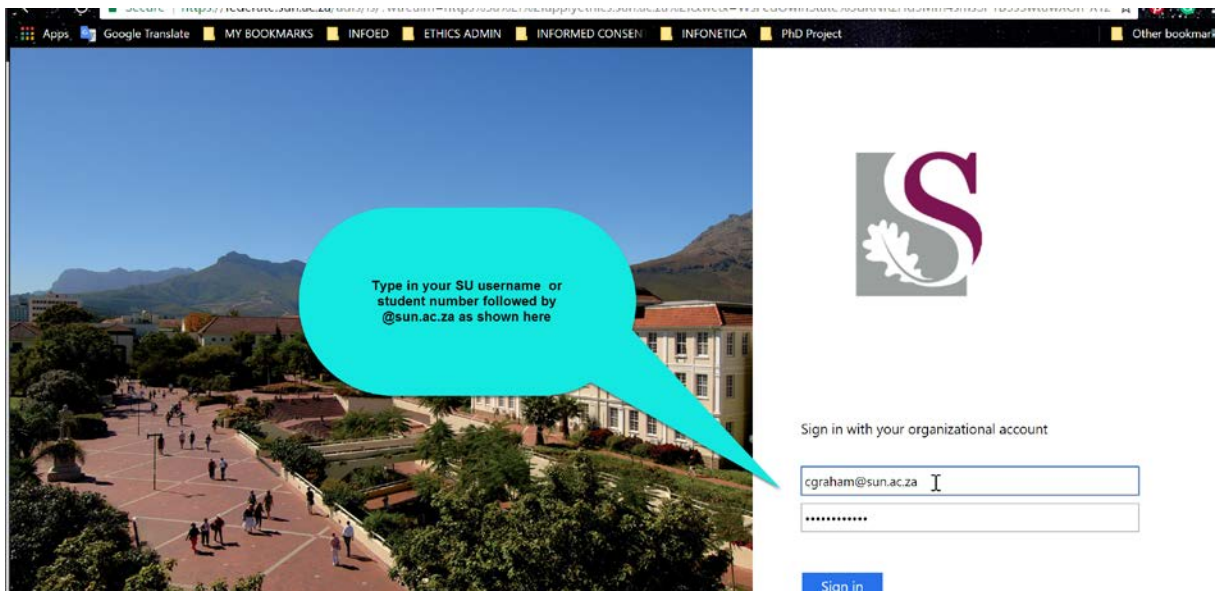
For assistance to confirm whether your user engagement is active, please contact the IT helpdesk help@sun.ac.za / 021 808 4367 for guidance on how to have your user engagement reactivated.

2. Are you signing in correctly?

You must sign in using your SU username or student number followed by the domain @sun.ac.za e.g. 10101010@sun.ac.za.

Users based at Tygerberg, Belpark or Military campus should also use @sun.ac.za as their domain.

Note that Infonetica uses an email type authentication for sign-in. We note that some students do not use their SU email address. The username followed by @sun.ac.za is just used for signing in



3. Has your password expired?

If your password has expired, please update your password on the SU user administration site: www.sun.ac.za/useradm. Make sure that you follow the prompts and instructions to ensure that the password synchronises across all SU networks. Below are some steps to assist you:

1. Using a network cable to connect to the Stellenbosch network if you are on campus.
2. Make sure Outlook and Inetkey is closed and make sure you're not signed in on any other devices e.g. tablet, phone etc.
3. Go to the address www.sun.ac.za/useradm and select Change Passwords
4. Restart the computer.
5. If you still can't login you need to contact the Stellenbosch University IT helpdesk (+27 (0) 21 808 4367 / help@sun.ac.za) to assist you with synchronising your password details

If after changing your password you are still unable to log in, please check whether you can log in on the following portal: <https://portal.office.com>. If you can log in here, you should be able to sign in on Infonetica.

If however, you can't log in on the portal or Infonetica, please contact IT helpdesk to confirm whether you are registered as an Office 365 user: help@sun.ac.za // +27 (0) 21 808 4367.

4. Have you cleared your browser history?

Sometimes your browser will save the last page visited on your cache or save cookies from the site you are visiting. This could prevent you from logging in. Try clearing your browser history and thereafter, restarting your browser.

Below are some screenshots on how to do this for the relevant browser:

**** The system works best with Google Chrome, Mozilla Firefox or Internet Explorer/Edge.
Unfortunately Safari does not support Infonetica****

Clearing your history on Google Chrome

[Clearing your history on Mozilla Firefox](#)

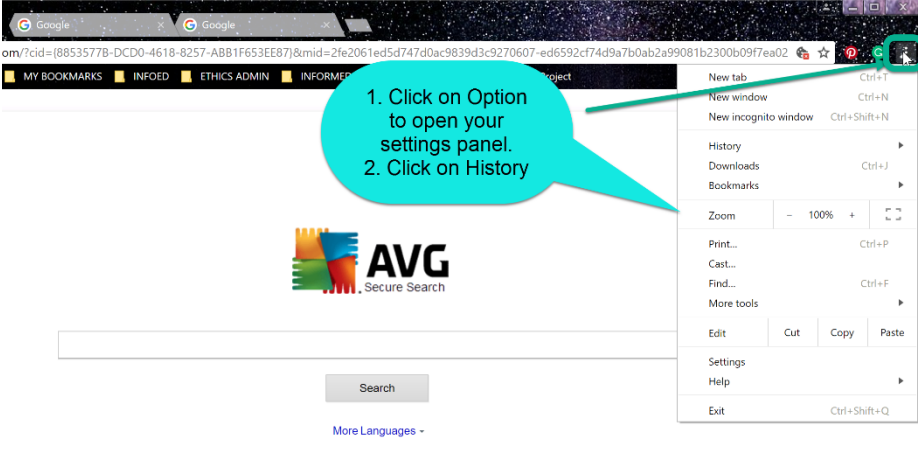
[Clearing your history on Internet Explorer](#)

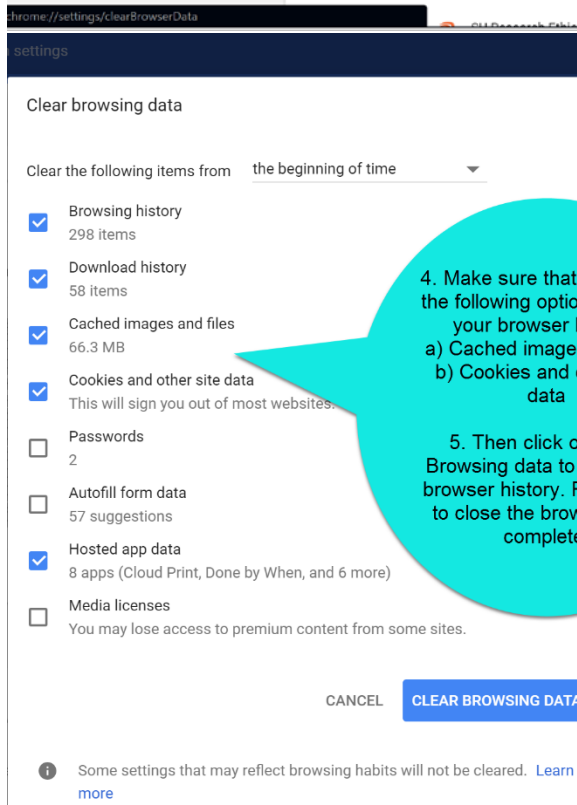
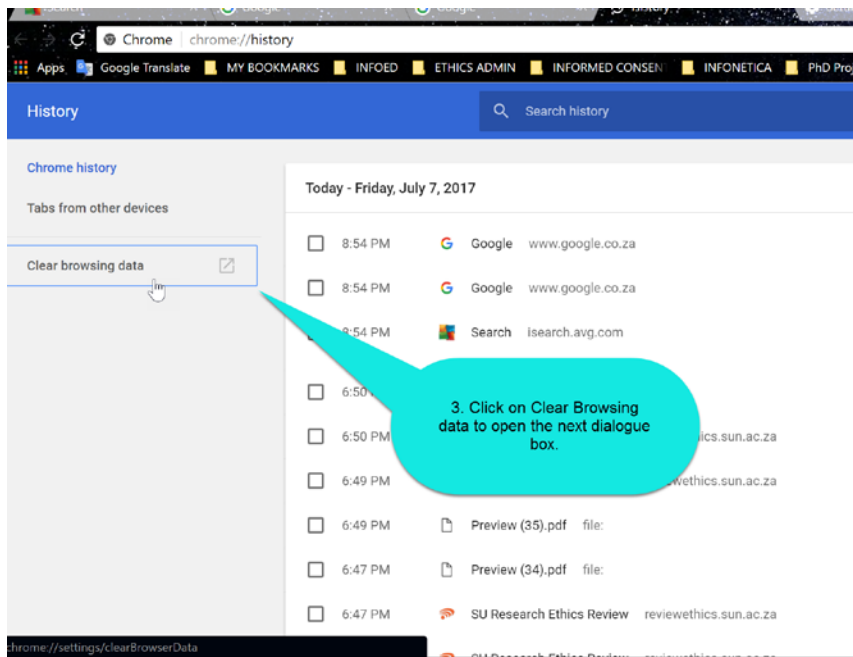
[Clearing your history on Microsoft Edge \(Windows 10\)](#)

5. Still unable to log in after trying ALL these steps?

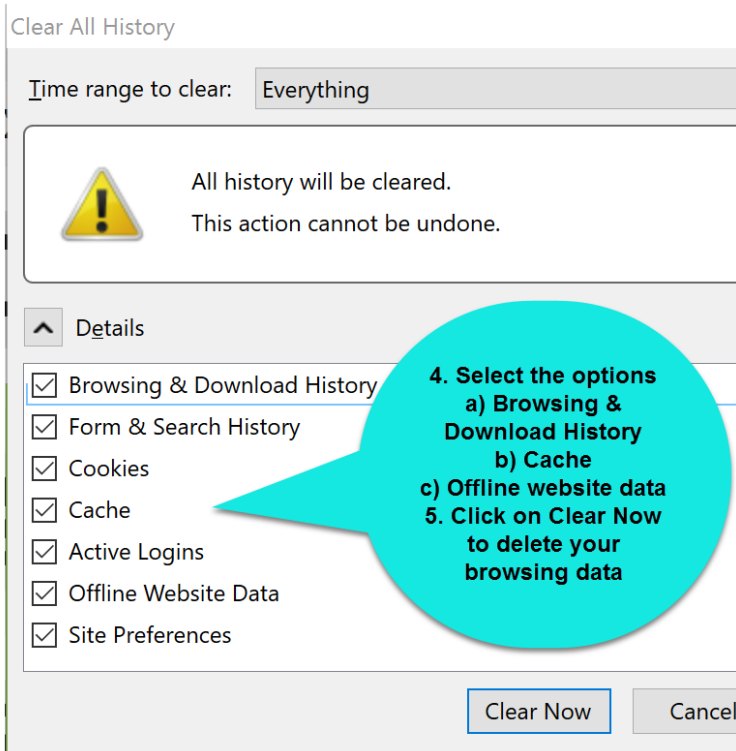
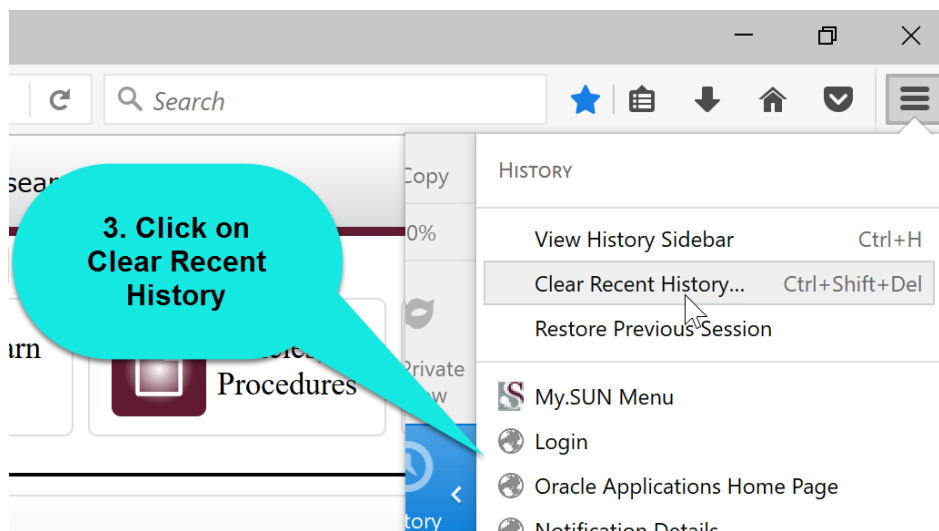
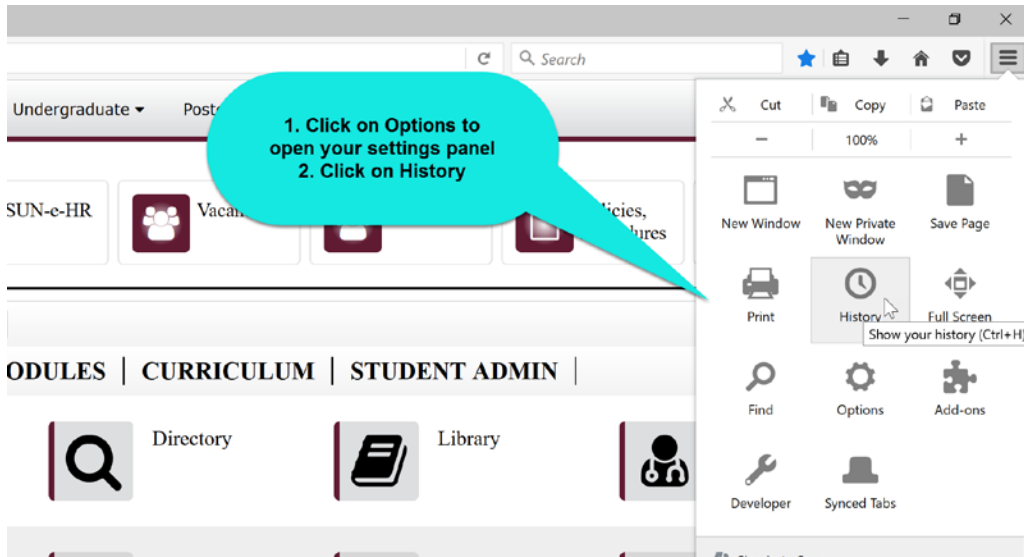
Please contact IT for assistance: help@sun.ac.za // +27 (0) 21 808 4367. Remember to provide IT with your username and a full description of the error you receive.

Clearing your browser history on Google Chrome





Clearing your browser history on Mozilla Firefox

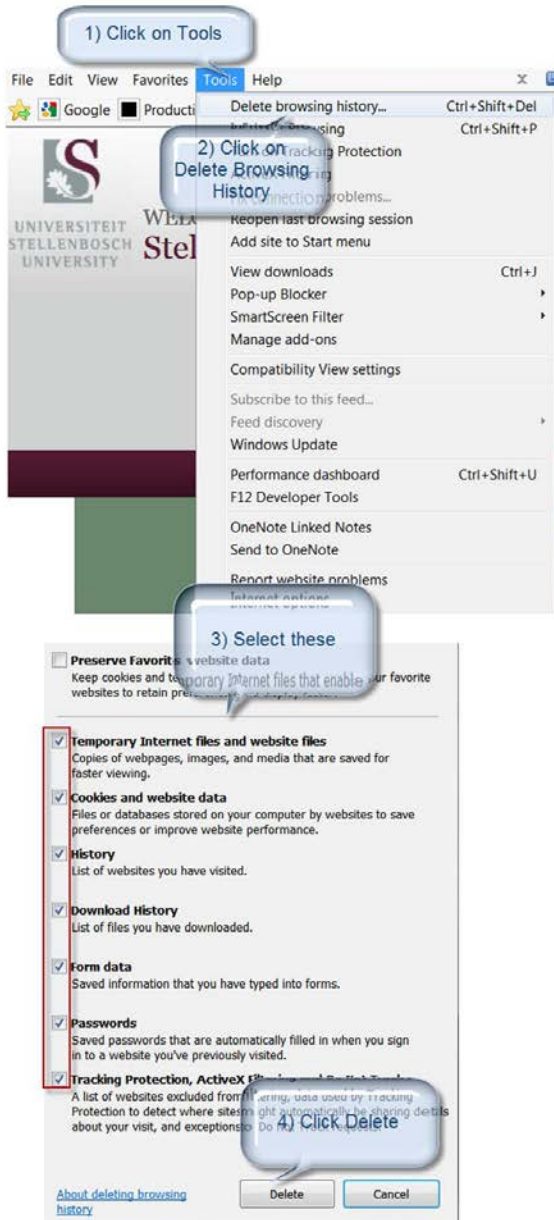


Clearing your browsing history on Internet Explorer



Clearing the cache

1. Open Internet Explorer.
2. IE 8: From the Tools menu choose Internet Options. ...
3. On the General tab, under Browsing history, click Delete.
4. Un-check the Preserve Favorites website data box.
5. Check the Temporary Internet files, Cookies, and History boxes.



Clearing your browser history on Microsoft Edge (Windows 10)

