MULTIPLE SESSION ERROR INSTRUCTION GUIDE

When logging in your SAIS account in multiple tabs or multiple devices and/or browsers, you may encounter a multiple session error and have your account locked for 10 minutes just like the example below.

To resolve this, please ensure that you are not accessing SAIS in multiple sessions and devices.
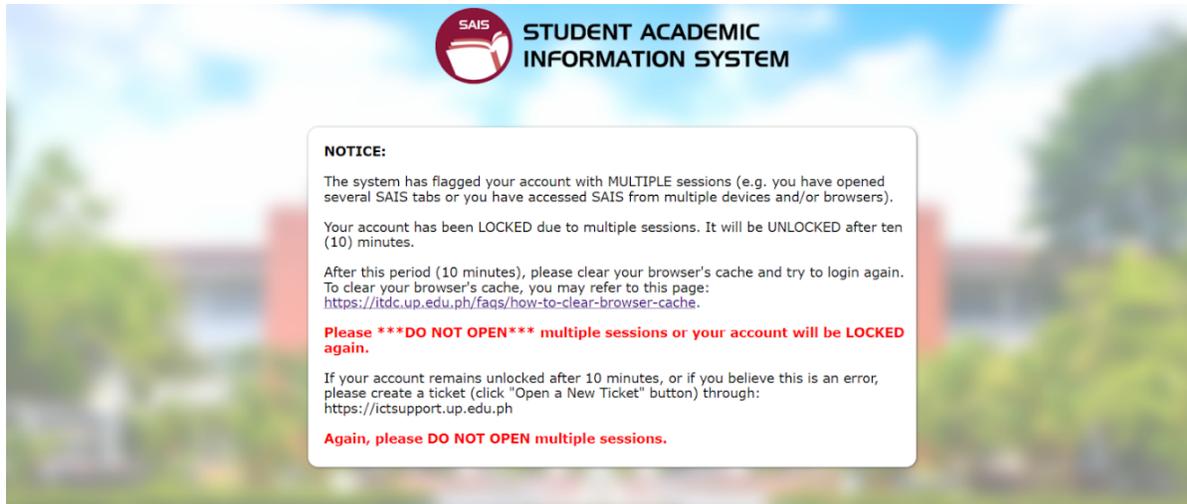
Step 1: You may wait for 10-15 minutes before trying to log in again.

Step 2: If logging in is still unsuccessful after Step 1, you may try to clear your browser's cache and browsing history. You may also opt to use other browsers.

Step 3: If error still persists, you may refer to the link at the bottom part of the notice (https://ictsupport.up.edu.ph) and create a ticket stating your concern/error.