

## Training Guide

# Graduate Research Students: How to resolve sign-in issues in the GRIT platform

## Adelaide University

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## Contents

<b>Overview</b> .....	<b>3</b>
<b>Procedure</b> .....	<b>3</b>
Have you commenced your degree? .....	3
Suitable browsers and clearing your cache.....	3
Check your access to other Adelaide University platforms .....	3

## Overview

This is a short, trouble-shooting guide issues experienced when logging onto the GRIT platform. All Graduate Research students have a GRIT account. The GRIT platform can be accessed on [the GRIT webpage](#). Log in with your Adelaide University ID (aNumber) and password.

## Procedure

### Have you commenced your degree?

1. The GRIT platform is accessible to all graduate researchers who have commenced their degree. If you have recently enrolled, but not yet commenced, login to the GRIT platform will not be available yet. Please re-check that you can login after you've commenced, allowing at least 2 days after your commencement date for your account to be established.

### Suitable browsers and clearing your cache

2. The GRIT platform is optimized for use in Google Chrome, Firefox, and other reputable browsers, but not Edge.
3. Try using Chrome, Firefox or another reputable browser if you have been using Edge
4. Occasionally your web browser history might be impacting your ability to login to the GRIT platform. Clear your web browser history (or cache) or try opening the GRIT platform using incognito mode to determine if this is the cause of the issue.

### Check your access to other Adelaide University platforms

5. It may be that you cannot access GRIT platform because of an issue with your Adelaide University account set-up.
6. Check if you can sign-in to the Adelaide University Student Portal (or another Adelaide University platform requiring sign-in) to confirm whether there might be an issue with your account.
  - a. If you cannot sign-in to the Adelaide University Student Portal, please contact Adelaide University [IT Help Desk for support](#).
  - b. If you can sign-in to the Student Portal, but still can't sign-in to the GRIT platform, please contact [GRIT@adelaide.edu.au](mailto:GRIT@adelaide.edu.au) for further support