Troubleshooting for logging into the NCAS website.

To log in to the NCAS website you will need to accept the popup privacy agreement. If you don't accept this then logging into the site won't be possible.

You will also require your NCAS username and password.

If you don't know your username please go to the following URL

https://people.ncas.ac.uk/people/forgotten_username

If you have forgotten your password please go the following URL

https://people.ncas.ac.uk/people/forgotten_password

If you are still having problems, it may well be that you have previously declined the privacy policy and your computer has maintained this setting. In this case you will need to clear the cookies held on your computer for the NCAS website. Below we have put together some instructions on how to do this using both Chrome and Firefox.

Using Chrome

Method 1 (the quick and easy way)

Select the three dots at the top right hand side of the screen and select “New incognito window”
Now navigate to www.ncas.ac.uk and accept the privacy policy and try logging in again. This will ignore any cookies you have stored on your computer.

Method 2 (The slower but more permanent way)

Select the three dots at the top right of the page, then settings

Then search for the word cookies in the search box at the top of the page
Scroll down and select Site settings - Cookies

Next select See all cookies and site data

Next search for ncas

Next remove the www.ncas.ac.uk cookies by selecting the bin icon

Next close the settings menu and reload the NCAS website. Make sure that you select accept on the cookie popup and then try to log in again.

Using Firefox

Method 1 (The quick and easy way)
Go to the menu icon (☰) in the top-right corner, click it, then click “New Private Window”. Now navigate to www.ncas.ac.uk and accept the privacy policy and try logging in again. This will ignore any cookies you have stored on your computer.

Method 2 (The slower but more permanent way)

Select the menu icon (☰) in the top-right corner, then click “Preferences”
Then click “Privacy & Security” on the left, then “Manage Data”.

Type `ncas.ac.uk` into the search box that appears, then click “Remove All Shown”, “Save Changes”, and the “Remove” in the confirmation box.
If you are still having problems after completing these steps then please email ncas-it@ncas.ac.uk and we will help you get logged in.