Problems with logging in

A frequently appearing notification will happen if the browser contains cookies related to the login procedure. example, when Single Sign On (SSO) has been used for other purposes and has not been closed correctly, a cookie remains stored within the browser. In that case you are not able to login:

Our IT department is analyzing the problem. In this instruction you will find two workarounds:

Workaround 1: Login with Incognitomodus

- Open Google chrome and select the New Incognito window

- Type the URL https://pure.eur.nl/admin
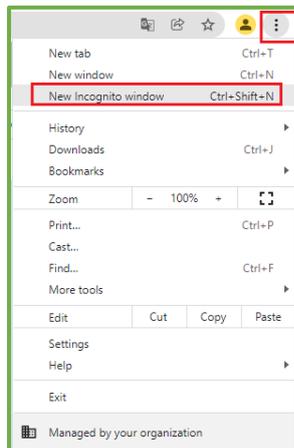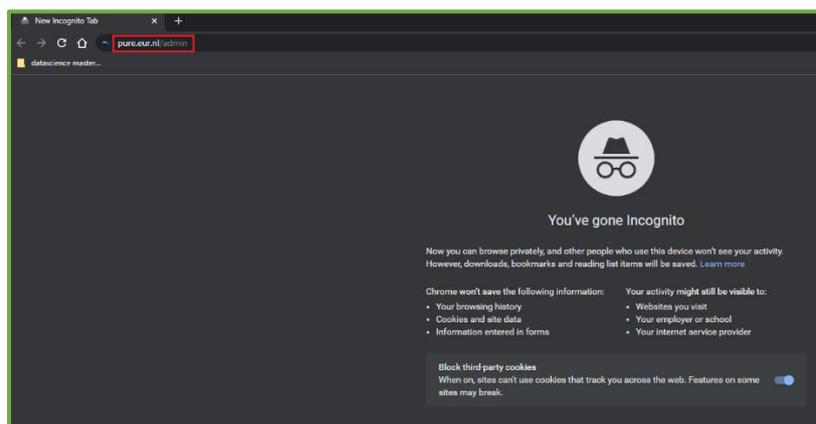
You will be redirected to SURF Conext.

- Select your institution

Login via SURFconext

Select an account to login to Pure Research Information System - EUR

Search...

Erasmus MC

Erasmus University Rotterdam

Microsoft

Sign in

12345abc@eur.nl

Can't access your account?

Next

Erasmus University Rotterdam

Students and employees of Erasmus University Rotterdam can sign in here.

☐ Keep me signed in

Sign in

Forgot your username? Retrieve username
Forgot your password? Request new password

Login
Students and

Microsoft

12345abc@eur.nl

Approve sign in request

🔒 Open your Microsoft Authenticator app and approve the request to sign in.

I can't use my Microsoft Authenticator app right now

More information

- On your smartphone you must approve the registration

- Next screen appears on your computer
- Select Yes
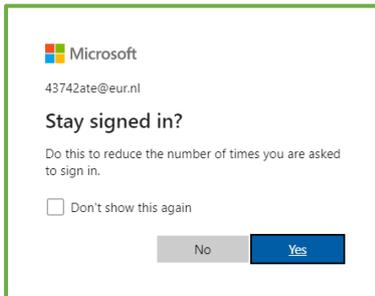
- Now you will be logged in into Pure by using the incognito option.
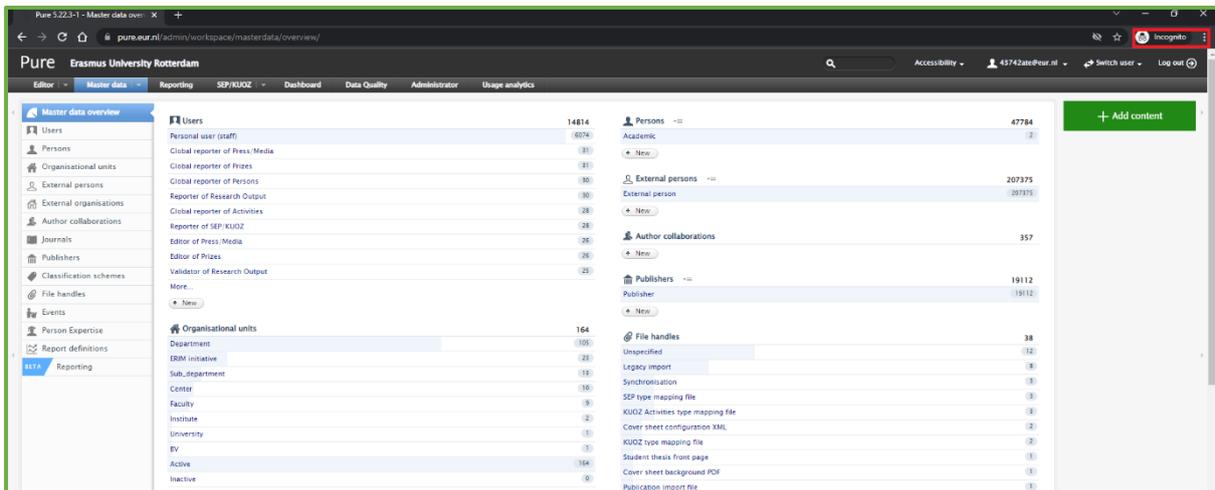
Workaround 2: Login after clearing your browsing data

To solve this problem, please follow the next instruction (an example from Google Chrome has been used)

- Go to *History* of your browser.
- Click on *Clear browsing data*
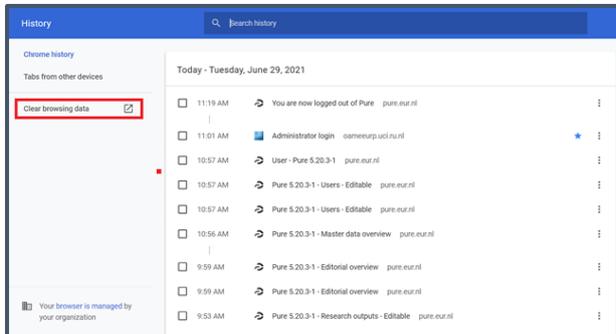
- Select the following items and click on *Clear data*
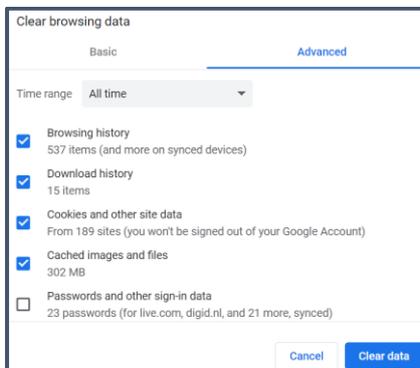
- Type in the correct URL for logging into Pure within the opened browser.
- You will be directed to the SURF Conext screen again.
- Login by using your network account and your network password.

Finally, if this instruction will not work for you, please try another browser which has not been used for signal sign on (SSO) today.