Common problems during data submission

- Login

    o Various error messages may appear during login. The most common are:

    - Language settings

        • Change the browser language settings to Dutch or English, other languages are not supported. You may also need to delete your cookies and clear the cache for it to work.

    - SSPR error message

        • Problem with ULCN account. Send a screenshot to pssc-servicepunt@assc.leidenuniv.nl

    - SAML error message

        • You log in with an incorrect ULCN or a non-activated ULCN

            o Check at the top right whether you are logged in with your ULCN employee account, not for example your student number. It is best to open a private or incognito browser window and try again with the correct login details.

            o If you have not yet activated your ULCN, you can find out how to do so here.

    - Web page not accessible

        • Try again from a private or incognito browser screen. If this doesn't work either, check your internet connection. Otherwise, send a screenshot and a clear description of the problem to the ISSC.

- Questions about the data

    o Date of birth pop-up

    - Sometimes a pop-up appears when submitting registration with the wrong date of birth. This can occur if the person providing the data is in a different time zone than the university. You can simply submit the data, the PSSC will ensure that the correct date of birth is entered into the system based on the ID. If the wrong date still appears in the account after registration has been completed, please contact the PSSC Service Point.

    o Residency permit

    - If you answer 'no, you do not have a permit yet', your registration will be sent to SCIS to request the permit. If you answer 'yes, I have a permit', a second question will be asked, if you want Leiden University to be the sponsor of that permit.

- Questions about the attachments

  o Attachment not accepted? Accented characters in file name are not accepted. Change your file name and try again.

- Submitting the registration

  o If, after submitting the data, you receive another email with the request to provide data, this usually means that the data was not received correctly. This can happen if, for example, (part of) the data has been filled in using an auto-fill function. It is best to open the registration in a private or incognito browser screen, submit the data again completely manually, and resubmit the registration.

  o Also make sure that you always click on 'next' at the bottom right of the screen until you receive the message that the registration has been submitted. You can also check whether the registration went through correctly because it is no longer listed under the 'Action Requested' tab in 'My personnel changes'.