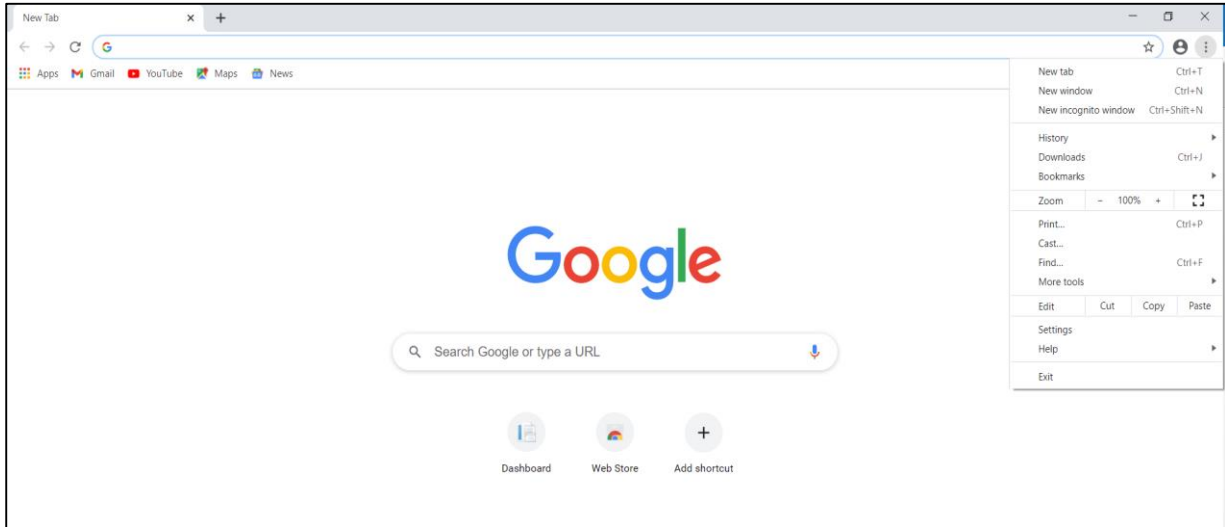


How to Deal with Errors during the Application Process.

1. Oops Error Message in Online Application Portal.

1. To avoid the error, the students need to clear their browsing history as follows:
 - a. Click on History as per below image.

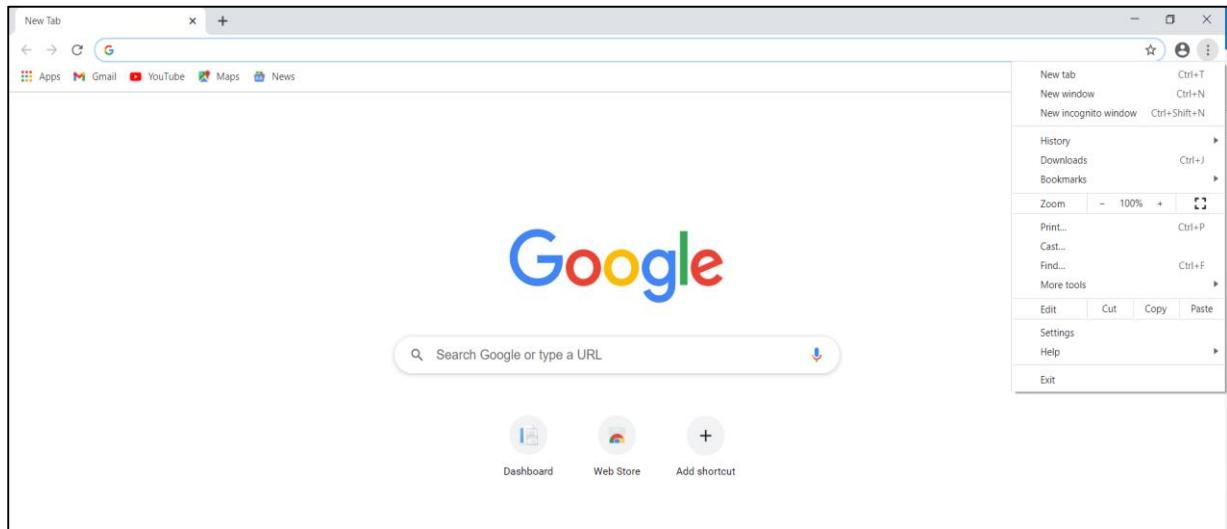


- b. Once clicked a new window will pop up and again click again on History.
 - c. On far Left click on Clear browsing data.
 - d. On new window click on advanced and check in (Tick) all boxes.
 - e. Once done click on clear data.
2. Please ensure that the students are using either the Mozilla Firefox or Google Chrome. These are the only applications that support the TSLB online application portal.
 3. The application portal is not Mobile compatible.
 4. In case there are any further clarifications, teachers and students can use our online chat facility via our website www.tslb.com.fj for instant responses between 8.00am – 5.00pm weekdays, excluding public holidays.

Please visit our website www.tslb.com.fj or our Facebook Account (Tertiary Scholarship and Loans Board) for full information and details in relation to our products and services.

2. Sign in Error Message in Online Application Portal.

1. To avoid the error, students need to clear their browsing history as follows:
 - a. Click on History as per below image.



- b. Once clicked a new window will pop up and again click again on History.
 - c. On far Left click on Clear browsing data.
 - d. On new window click on advanced and check in all boxes.
 - e. Once done click on clear data.
2. Ensure that the students are using the same email address that was used for registration and the password is correct.
 3. Please ensure that the students are using either the Mozilla Firefox or Google Chrome. These are the only applications that support the TSLB online application portal.
 4. The application portal is not Mobile compatible.
 5. In case there are any further clarifications, the teachers and students can use our online chat facility via our website www.tslb.com.fj for instant responses between 8.00am – 5.00pm weekdays, excluding public holidays.

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