# GRE - Bug #3104

## 238560- Student is unable to access the portal as it's loading with no details shown

07/02/2025 01:41 PM - saipriya CM

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|---|---|---|---|
| **Status:** | New | **Start date:** | 07/02/2025 |
| **Priority:** | Urgent | **Due date:** | |
| **Assignee:** | Sindhuja QA | **% Done:** | 0% |
| **Category:** | | **Estimated time:** | 0.00 hour |
| **Target version:** | | **Spent time:** | 0.00 hour |
| **factor:** | | | |

**Description**

Student is unable to access the portal as it's loading with no details shown. I have attached student's recording and the switch user screenshot. Please fix the bug asap

**Files**

| | | | |
|---|---|---|---|
| WhatsApp Image 2025-07-02 at 7.08.17 PM.jpeg | 68.1 KB | 07/02/2025 | saipriya CM |
| WhatsApp Video 2025-07-02 at 6.31.55 PM.mp4 | 1.38 MB | 07/02/2025 | saipriya CM |