Q6. Why can’t I log in to my account?

A6. One possible reason is the account has not been logged in for consecutive "6 months," so it is automatically suspended by the System. The user will need to re-verify their email. The accounts that are **NOT from edu, gov.tw, or org.tw domain** must provide one of the following documents (chosen from 3 options) dated within the last 3 months with the official stamp: 1) a school enrollment certificate, 2) an employment verification letter, or 3) a salary transfer certificate.

Another possibe scenario is that the user is located overseas. In this case, please try accessing the system through a VPN connected to the domestic network. Current Academia Sinica staff members with SSO accounts can apply for the AS VPN Service: https://its.sinica.edu.tw/pages/1685

For any questions about account use, please contact the system administrator (reservation@iis.sinica.edu.tw, 02- 2789-8726).

