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# Unable to log in to the HR system Operating instructions

October, 2025

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# Troubleshooting HR System Login Issues Instruction

- Please ensure that you are connected to the university or affiliated hospital network before attempting to log in.
- The attached document provides detailed instructions for configuring the Chrome browser.
- If you encounter login difficulties with your account, please submit a support request through the IT Service Platform. <https://glb2sys.tmu.edu.tw:8020/oitmanagement/login.aspx>

1. Click [ : ]

iReLW9k=

14年度臺北醫學大... 行事曆-新(2024起... (就醫優待)計畫人員... [Multi SUB] 《深情...

TY 未來學生 新生 學生 教職員 家長 校友 Google

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03 (星期五)  
時間 : 09:58

退

2. Then click Settings

... 新增分頁 Ctrl+N  
... 新增視窗 Ctrl+N  
... 新增無痕視窗 Ctrl+Shift+N

已登入 >

密碼和自動填入  
記錄  
下載 Ctrl+J  
書籤和清單  
分頁群組  
擴充功能  
刪除瀏覽資料... Ctrl+Shift+Del

縮放 - 125% +

列印... Ctrl+P  
向 Google 詢問與本頁相關的資訊  
翻譯...  
尋找並編輯  
投放、儲存及分享  
更多工具

說明  
設定  
結束

你的瀏覽器和設定檔由所屬機構管理

1

2

### 3. Click Reset settings



The screenshot shows the Google Chrome settings page. At the top left is the '設定' (Settings) icon. A search bar at the top right contains the placeholder '搜尋設定' (Search settings). A message in the center states '你的瀏覽器是由貴機構管理，設定檔則是由 tmu.edu.tw 管理' (Your browser is managed by your organization, and the settings profile is managed by tmu.edu.tw). Below this, a sub-menu titled '你與 Google' (With Google) is displayed, containing the following items: '同步處理和 Google 服務' (Sync and Google services), '管理你的 Google 帳戶' (Manage your Google account), '自訂 Chrome 設定檔' (Customize Chrome settings profile), and '匯入書籤和設定' (Import bookmarks and settings). On the left side of the main settings page, a list of categories is shown: '你與 Google', '自動填入和密碼' (Autofill and passwords), '隱私權和安全性' (Privacy and security), '效能' (Performance), '外觀' (Appearance), '搜尋引擎' (Search engine), '預設瀏覽器' (Default browser), '起始畫面' (Start page), '語言' (Languages), '下載' (Downloads), '無障礙設定' (Accessibility settings), '系統' (System), '重設設定' (Reset settings), '擴充功能' (Extensions), and '關於 Chrome' (About Chrome). The '重設設定' (Reset settings) option is circled in red, and the number '3' is overlaid in red on the left side of the page.

4. Click Restore settings to their original defaults

5. Click Reset

6. Close the browser and reopen it — you should now be able to log in (must be using the on-campus or affiliated hospital network IP).

