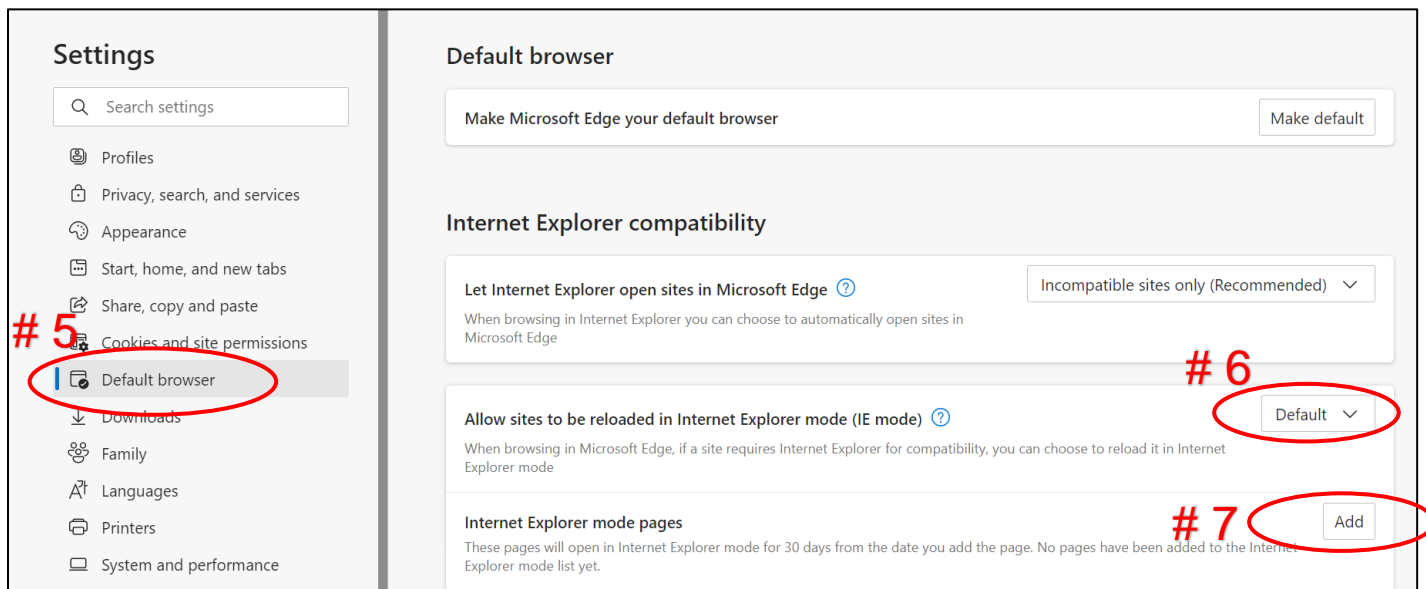# Having Problems Accessing
the military webTA portal?

NETPDTC in Pensacola, Florida, manages the Navy and Marine Corps webTA portal. They recently completed an update with the intention of correcting hundreds of access issue tickets from Marines and Sailors. This has impacted Marines submitting requests and Command Approvers approving those requests. Please use these 'work arounds' to attempt to access the webTA portal.

OPTION ONE
1. Use Google Chrome.
2. Clear all the cookies and cache.
3. Close all sessions of the browser completely.
4. Reopen a single page.
5. Log into the webTA portal using this link – do not used a saved link/bookmark!
   https://myeducation.netc.navy.mil/webTA/home.html#nbb
6. Do not log in with your CAC! Log in using ONLY your DoD EDIPI, name, and date of birth.

OPTION TWO
1. Switch Microsoft Edge to Internet Explorer Option.
2. Open MS Edge.
3. Click on the three dots in the top right corner.
4. Select Settings.
5. Click "Default Browser" in the left menu.

6. Select Default or Allow from the drop-down menu on the right.
7. Now add the webTA portal link under IE Mode Pages.
8. When you go back to get into the portal, it is recommended that you still use your EDIPI, name, and DOB vice your CAC card.

If you are still experiencing issues accessing the site, please contact the MCRD San Diego Education Center.

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https://sandiego.usmc-mccs.org/marine-family-support/education

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