

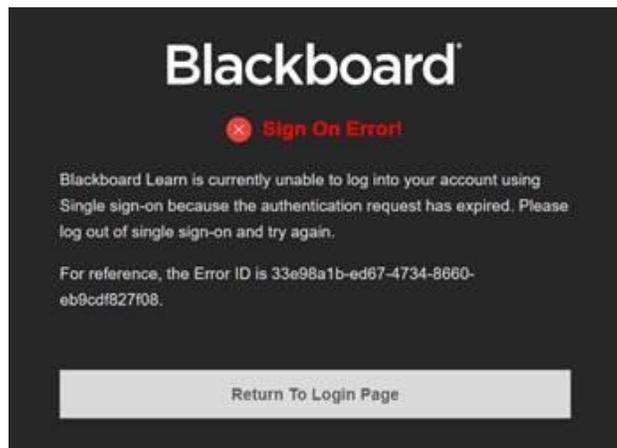
Troubleshooting Guide for Accessing Blackboard

If you are experiencing errors when attempting to login to Blackboard, it will most likely be one of the following:

1. A session timeout error, or
2. An access error.

If you have an error that does not match the description of these errors (below), please reach out to the IT HelpDesk¹ for assistance.

Session Timeout Error



Issue description: A session timeout error happens when you have logged into an Office 365 product (such as your Mountwest email) a while ago and that session has timed out or expired before you tried logging into Blackboard. Visually, this error will appear on a black background and have the words "Sign On Error" appear in red font.

Resolution: To fix this type of error, you can do one of three things:

1. You can ***logout of Office 365 and close your browser***. Once you reopen your browser, you should be able to login.
2. OR you can ***use an incognito/private browser to login***.
3. OR you can ***clear the cache and cookies in your current browser***. Use the links provided here to access directions for how to do this: Clear Cache & Cookies (Firefox)², Clear Cache & Cookies (Chrome)³, and Clear Cache & Cookies (Safari)⁴.

¹<https://www.mctc.edu/it/it-services/>

If this does not fix this error, you should contact the IT HelpDesk⁵ so they can help end your expired session.

Prevention: To prevent this error, ensure that you always click the "End SSO Session" button when logging out of Blackboard.

Access Error



Blackboard Learn Production

Sorry, but we're having trouble signing you in.

AADSTS50105: Your administrator has configured the application Blackboard Learn Production ('35b58680-bd0b-4043-a5fc-725361366fb8') to block users unless they are specifically granted ('assigned') access to the application. The signed in user 'xxxx@MCTC.edu' is blocked because they are not a direct member of a group with access, nor had access directly assigned by an administrator. Please contact your administrator to assign access to this application.

Issue description: An access error happens if your account hasn't been granted access. Visually, this error will have a Mountwest logo near the top of the page and say something about users being blocked or needing 'assigned' access.

Resolution: This will need to be reported to the IT HelpDesk⁶. They will need to add your account to the group that grants access.

²https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox#w_clear-all-cookies-site-data-and-cache

³<https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DDesktop>

⁴<https://support.apple.com/guide/safari/manage-cookies-sfri11471/mac>

⁵<https://www.mctc.edu/it/it-services/>

⁶<https://www.mctc.edu/it/it-services/>