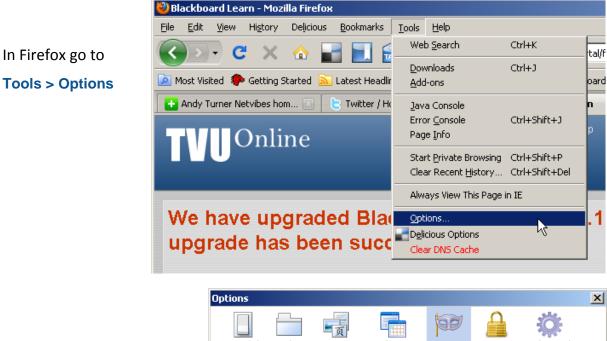
## **Problems logging on to Blackboard – Firefox users**

How to clear your cache and/or cookies

When you first try to log onto Blackboard at <u>http://online.tvu.ac.uk</u> you may find that you appear to have logged in successfully, but the Home Page states "you are not enrolled on any courses". If you then try to go to any other tab within Blackboard you are logged out.

We are not entirely sure what is causing this, but we do have a simple solution. Please follow the steps below and the problem should disappear.



Go to the <b>Privacy</b> tab	
and click on	
remove individual cookies	

General	Tabs	- <b>反</b> Content	Applications	Privacy	Security	Advanced	
History         Firefox will:       Remember history         Firefox will remember your browsing, download, form and search history, and keep cookies from Web sites you visit.         You may want to clear your recent history or remove individual cookies.							
Location Bar When using the location bar, suggest: History and Bookmarks							
				ж	Cancel	Help	

## Updated for Blackboard 9.1

	🐸 Cookies					
Scroll down until you find	Search:	P				
online.tvu.ac.uk	The following cookies are stored on your computer:					
Highlight this, then press	Site Cookie Name  Cookie Name  Cookie Name  Cookie Name  Cookie Name  Cookie Name	<u> </u>				
Remove Cookies						
	onlineadtracker.co.uk	<b></b>				
	Name: <no cookie="" selected=""> Content: <no cookie="" selected=""></no></no>					
Then Close	Domain: <no cookie="" selected=""> Path: <no cookie="" selected=""> Send For: <no cookie="" selected=""></no></no></no>					
	Expires: <no cookie="" selected=""></no>					
	Remove Cookies Remove <u>A</u> ll Cookies	⊆lose				

You should now be able to log on without any problems.

If you still experience difficulties, or for further help, please contact <u>blackboardhelp@tvu.ac.uk</u>