Problems logging on to Blackboard – Firefox users
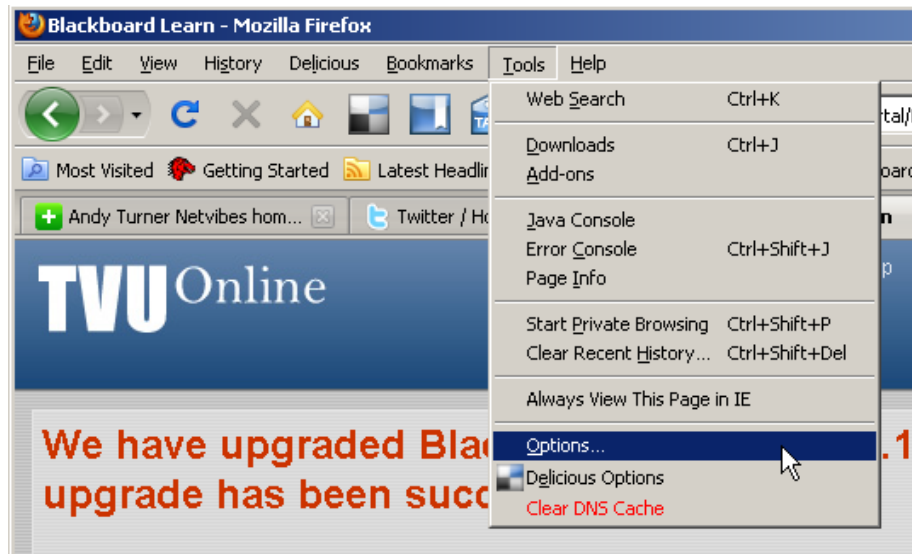
How to clear your cache and/or cookies
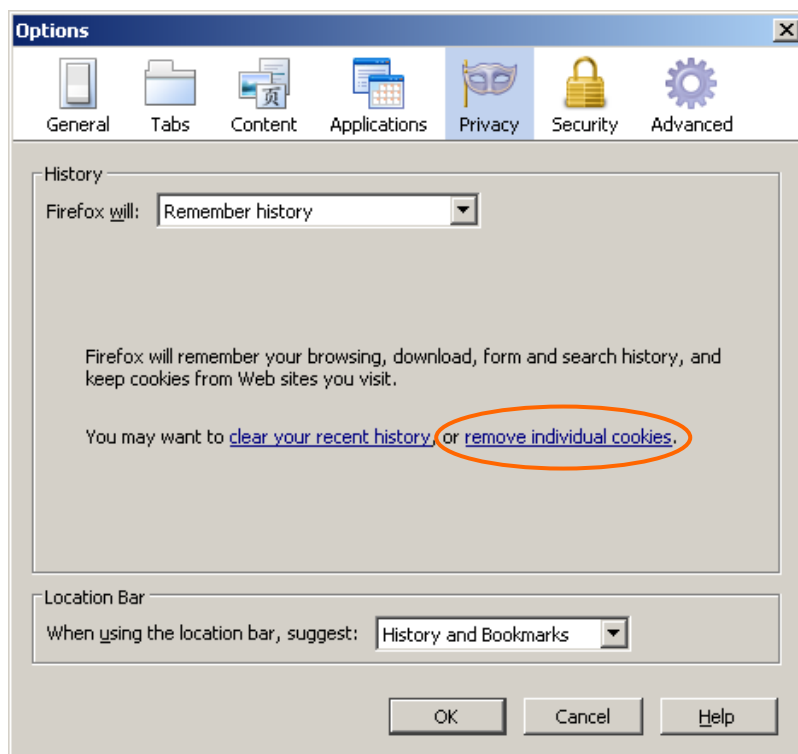
When you first try to log onto Blackboard at http://online.tvu.ac.uk you may find that you appear to have logged in successfully, but the Home Page states "you are not enrolled on any courses". If you then try to go to any other tab within Blackboard you are logged out.

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.

In Firefox go to

Tools > Options

Go to the **Privacy** tab
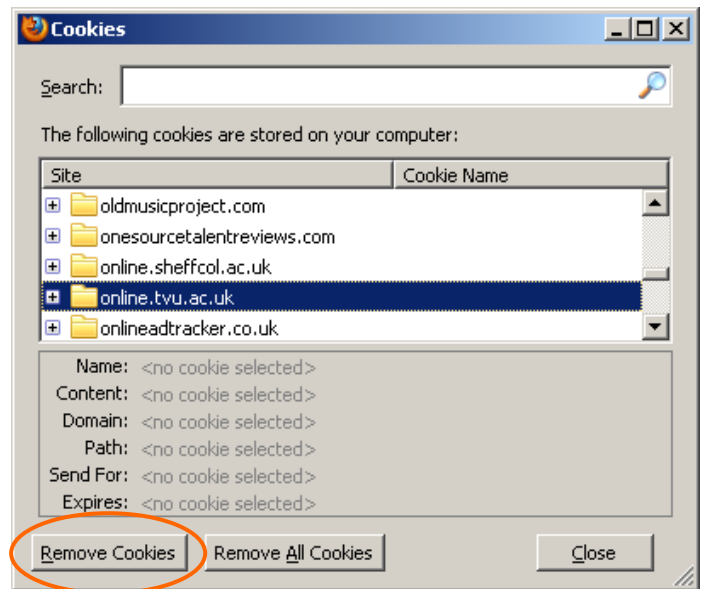
and click on

remove individual cookies

Scroll down until you find

online.tvu.ac.uk

Highlight this, then press

Remove Cookies

Then **Close**

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

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