Resolving Blackboard Login Issue with Duo
Two-Factor Authentication (2FA)
Desktop Browser Version

NOTE: These steps are for login issues with Blackboard via a desktop browser. For information on using one of the Blackboard mobile apps (Blackboard or Instructor), we are currently working with Blackboard to resolve issues with the Mobile apps and should have a resolution shortly. Status updates will be posted in System Announcements on the Blackboard Login Page.

If you have not used two-factor authentication at UHCL (for O365 or email), start by reviewing the Two-Factor Authentication with Duo webpage. That page contains information about using the Duo authentication validation via a cell phone, landline number, or a push via the app.

Troubleshooting Login Issues

If you already use Duo two-factor authentication, completing the following troubleshooting checklist will help resolve login issues. **IMPORTANT! To best resolve any problems, follow these procedures below precisely as written.**

1. Clear the device cache of any old login-related data by turning it off and back on your device.
2. Ensure that you are already using the following preventative measures:
    a. During two-factor authentication, you will encounter a screen on which you are asked if you want to stay signed in. Always click "No" in response to that question.
    b. When you are finished working in Blackboard, make sure to use the Sign Out button to exit the application. Simply closing the browser, tab, or window, does not end your session.
3. **Use Private Browsing (Incognito) Mode on your Browser** - Incognito Mode is an online privacy feature that prevents your browsing history from being stored. Change to Incognito mode in Chrome. In Firefox, use Ctrl-Shift-P (Windows) or Command-Shift-P (macOS). In Edge, use Ctrl-Shift-N (Windows) or Command-Shift-N (macOS) to open an InPrivate window. In Safari, use the three-key combination of Command-Shift-N, the same shortcut as Chrome to open a Private Window.
4. **Chrome-Specific Options Steps**- These procedures, specific to Google Chrome, may work instead of completely clearing your browser cache each time.
    a. **Disable Caching** - Go to the Blackboard login page. Right-click the page and select Inspect. This action will open Chrome's Developer Tools. Click on the Network tab and then check the box to Disable cache. Use the close "X" in the upper right corner to close the Developer Tools panel.
    b. **Clear Only Cookies and Site Data Upon Exit** - While in Chrome, click on the three vertical dots in the browser window's upper right. Click the Settings option. Next, click Privacy and Security section and click the option, "Cookies and other site data." Toggle ON the switch for, "Clear cookies and site data when you quit Chrome." Close the Settings tab.
    c. **Disable Browser Extensions** - While in Chrome, click on the three vertical dots in the browser window's upper right. Click the Settings option and click the Extensions link in the left menu on the Settings page. Toggle off all extensions. Close the Extensions tab. Login into Blackboard to see if this action resolved any login issues. If so, you can enable each Extension, one at a time, , using the steps as mentioned above to determine which Extension may be causing the login issue.

5. **Use Different Browsers** - When you experience connectivity issues, switching to another browser can quickly help you track down the problem. Use different browsers (e.g., Chrome, Firefox, Edge, Safari). In each different browser, be sure to clear the browser cache, close and reopen the browser, and then log into Blackboard. For Mac users, the best options are Chrome and Safari. Windows users should try Chrome, Firefox, or Edge.

6. **Update Your Browsers** - The most important reason to keep your browser up-to-date is to keep your computer safe and secure, protecting you from identity theft, phishing attacks, and other sorts of malware. Make sure to update your web browsers to the latest versions. Be sure to **restart your device** (to ensure that the device cache is cleared) and log into Blackboard again.

7. **Reinstall Your Browser** - Reinstalling your browser can fix most problems with plug-ins, default search engines, pop-ups, or updates. Make **sure to export your passwords and settings** your browser. Next, **uninstall** the browser and restart your device. Finally, download and install the latest version of your browser and log into Blackboard.

8. **ONLY USE AS A LAST RESORT! Clear Your Browser Cache** - Deleting the cache data helps to troubleshoot, helps to increase the loading time of web pages and increases the performance of your computer. If the browser doesn't load the new version of the site, even if there have been changes on the site since the last visit, the cache can cause issues with the view. To clear the browser cache, do the following. Delete ALL browser files → Reboot the PC → Start the browser → Delete ALL browser files AGAIN → Shut the browser down → Restart the browser. When clearing your cache, make sure that you clear both cookies and cache (clearing everything is recommended). **NOTE: Clearing your cache will delete all of that saved data. If you have passwords and other critical information saved in your cache (which is a risky and inadvisable information security practice), make sure to export your passwords and settings before clearing your cache.**

If none of these troubleshooting options work, please email the Support Center at SupportCenter@uhcl.edu and provide all of the following information:

- Your Username and UHCL Email Address
- Device Type (e.g., desktop computer, laptop, tablet, phone)
- Operating System **and version (e.g., Windows 10, MacOS High Sierra, Android, iOS 12.1)**
- Browser(s) **and versions** (e.g., Chrome 89.0.4389.90, Firefox, Edge, Safari)
- Are you using a password manager on your device, such as LastPass?
- Description of the error message

A member of our Support Center staff will reach out to you as soon as possible.