

Accessing Blackboard through MyCTC portal

If you encounter an error when trying to access Blackboard through the MyCTC portal, please follow these steps:

1. Log out of the MyCTC portal completely.
2. Clear your browser's cookies and cache.



How to Clear Cookies and Cache in Chrome (Desktop)

1. Open Chrome

Launch the Chrome browser on your computer.

2. Go to Clear Browsing Data

- Press **Ctrl + Shift + Delete** (Windows) or **Command + Shift + Delete** (Mac),
OR
- Click the **three-dot menu** (:) in the top-right corner
→ Select **Settings**
→ Go to **Privacy and security**
→ Click **Clear browsing data**

3. Choose a Time Range

In the pop-up window, select a time range:

- For a full reset, choose **"All time"**

4. Select Data to Clear

- Make sure **"Cookies and other site data"** is checked
- Also check **"Cached images and files"**
(You can uncheck "Browsing history" if you want to keep your history.)

5. Clear the Data

Click the blue **"Clear data"** button.



How to Clear Cookies and Cache in Firefox (Desktop)

1. Open Firefox

2. Open Settings

- Click the **three horizontal lines** (≡) in the top-right corner
- Select **Settings**

3. Go to Privacy & Security

- In the left-hand menu, click **Privacy & Security**

4. Scroll to Cookies and Site Data

- Click the "**Clear Data...**" button

5. Select What to Clear

- Check **Cookies and Site Data**
- Check **Cached Web Content**

6. Click "Clear"

- Confirm when prompted



How to Clear Cookies and Cache in Edge (Desktop)

1. Open Microsoft Edge

2. Open Settings

- Click the **three-dot menu** (...) in the top-right corner
- Select **Settings**

3. Go to Privacy, Search, and Services

- In the left-hand menu, click **Privacy, search, and services**

4. Scroll Down to Clear Browsing Data

- Under **Clear browsing data**, click "**Choose what to clear**"

5. Choose a Time Range

- Select a time range from the dropdown (e.g., **All time** for a full clear)

6. Select What to Clear

Make sure the following are checked:

- **Cookies and other site data**
- **Cached images and files**

(Uncheck other items if you don't want to delete them, like browsing history or saved passwords.)

7. Click "Clear now"

8. Sign out of Edge and select the check box to clear data.



How to Clear Cookies and Cache in Safari on Mac

1. **Open Safari**
2. **Go to Settings (or Preferences)**
 - In the menu bar, click **Safari** → **Settings** (or **Preferences** on older versions)
3. **Go to the Privacy tab**
4. **Click “Manage Website Data...”**
 - Here you’ll see a list of websites storing data
5. **Remove Data**
 - To remove all cookies and cache: click **“Remove All”**
 - To remove data from specific sites: select them and click **“Remove”**
6. **Confirm** when prompted

3. Log back into the MyCTC portal.

4. Click on the Blackboard card to attempt logging in again.