



5. Make sure you log out of Okta when you are finished by clicking your name in the top right corner and selecting "Sign out." Otherwise, you will have cache errors.

Blackboard

1. Click on the Bb (Blackboard) app and your classes should appear the first day of the term. Make sure you log out of Blackboard when you finish a session by clicking the power button in the top righthand corner.

Logging out of Okta or closing your browser does not log you out of Blackboard. If you do not log out of Blackboard, you will receive errors when you try to log back into Okta!

2. If you receive a Blackboard sign-on error, you must log out of all open Okta and Blackboard sessions, clear your cache completely, and log back into Okta.

Login Problems and Session-Timeout Errors

If you receive an error while trying to log into a GNTC app not on the Okta dashboard, you should submit the [Student Help Form](#).

1. If you receive an error logging into the Okta Sign In block,
 - a. Make sure you are using the correct login credentials.
 - b. Make sure you have logged out of any open Okta and Blackboard sessions and then clear your cache completely and log back into Okta.
 - c. Do not log into multiple instances of Okta. If you need to work in another app, just return to the open Okta dashboard and click another app.
 - d. Session-timeout errors require you to log out and close all open Okta and Blackboard sessions, clear your cache completely, and log back in.

2. Other Okta Features:

Password Validation Rules

If you have problems changing your password, the system may not like what you are trying to change it to. There are several rules to follow when resetting your password.

It must contain three of the four things a keyboard can do: uppercase letters, lowercase letters, numbers, and special characters.