

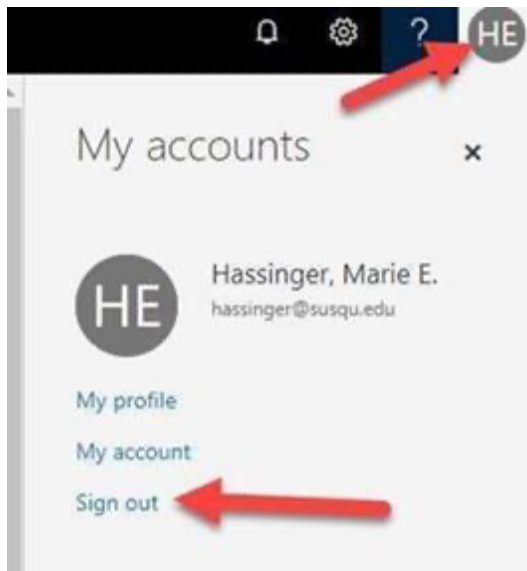
BLACKBOARD SIGN ON ERROR



SOLUTION

Blackboard and your SU email use the same log in credentials. However, Blackboard needs you to renew your credentials periodically. For that reason, when this error happens, you will need to log out of SU email to force your credentials to be renewed. Often times, this error will appear after people change their password. To correct the error, within your web browser (*preferably Firefox, Google Chrome, or Safari... NOT Internet Explorer or Microsoft Edge*), open your email by going to <https://portal.office.com>. Then, log out of email.

To log out of email, in the upper right hand corner, click on your initials/picture and then click Sign Out.



Close your browser. Then, restart your browser and go to <https://blackboard.susqu.edu>. You should be able to sign in without issue. You should also be signed back into email.