

Unable to access course content?

Last Modified on 10/17/2018 11:46 am MDT

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Have you ever tried to access module content or documents within your classroom and been taken to a screen asking you to login to Equella? If this has happened to you, it's because Canvas no longer has you logged in to the student portal. The course content and documents are all linked to your portal log-in, not to the Canvas log-in. Here are a couple options that should alleviate this issue:

1. Try logging out of Canvas by clicking the grey person icon on the far left > Logout. This should direct you back to the Student Portal where you can verify that you're signed in and then go back into the course via the Portal.
2. Your internet browser may be attempting to use saved information to access the course content. Try clearing your Cache and Cookies
 - Please open [Clearing Cookies.pdf](#) for instructions on how to clear your browser's Cache and Cookies.

If you continue to get this error, please contact our 24/7 tech support team by clicking "24/7 Tech Support" in the top right corner of your student portal. Remember, the best way to avoid this issue is to always sign into the Student Portal first and then click the link within the portal to access your class rather than bookmarking Canvas.

CSU-Global is constantly looking for ways to improve our content to meet our student's evolving needs. Please let your advisor know if this issue continues after trying everything above.
