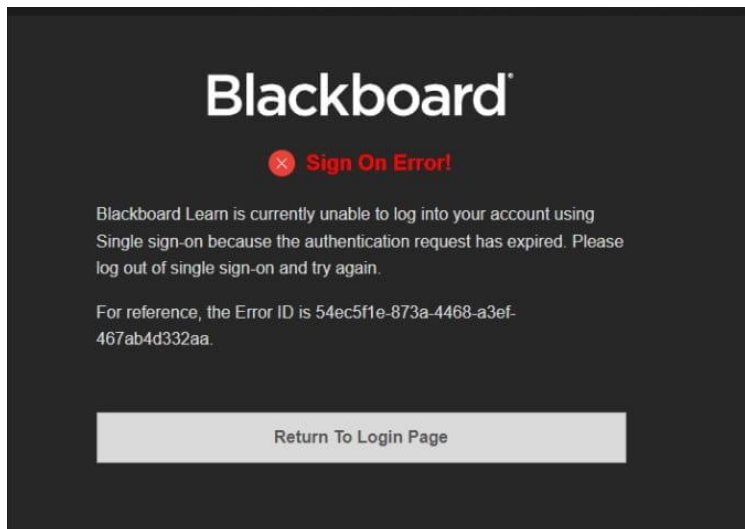**Blackboard Troubleshooting for expired session**

When trying to log into Blackboard, you may encounter the following message.

'Unable to log into your account' Authentication request has expired

If you encounter this issue, please try the following.

- Go to https://launchpad.classlink.com/cowleycollege

- If you are not signed in when you go to https://launchpad.classlink.com/cowleycollege sign in with your student/staff account.

- Once signed in, or if you were already signed in, **sign out again** and **close all browser tabs and windows**, and relaunch the browser.

- Attempt to login again to https://launchpad.classlink.com/cowleycollege or https://cowley.blackboard.com.

If you still receive the error, the most likely cause is that the browser is caching the Blackboard information. The quickest way to gain access again is to **open an incognito or private** window depending on your browser, and try the login again. How to Open Incognito Tabs: Chrome, Safari, Firefox, & More

Please try to ensure that you log out of Blackboard and/or Classlink when you have finished your work.

Click the 'End session and log out' button. Do not leave Blackboard logged in on your computer when you are not using it as it stores the sign on details and you may get the error again.