Cowley College login troubleshooting steps for current Faculty/Staff/Students
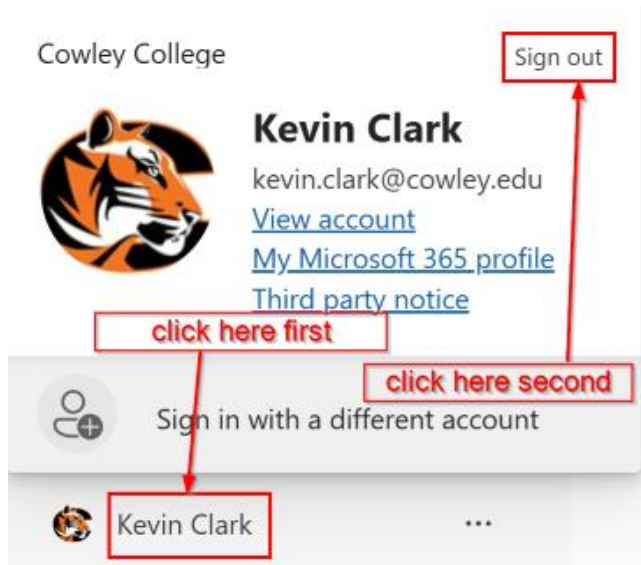
If you are experiencing login issues with **Blackboard** or any other Cowley College systems, including **Email**, **Cowley Connect**, and **Classlink Single-Sign-On**:

Log out of all Cowley College tabs you have open in your browser. **Make sure you log out and don't just close the tabs.**

Navigate to https://login.microsoftonline.com/ and **log out** if you are currently logged in. Click on your name at the bottom left of the screen and select Sign out.

(On a mobile device, go to https://myapps.microsoft.com to sign out.)

Example

Relaunch your browser. You should now be able to log in to all systems again. https://launchpad.classlink.com/cowleycollege

If you get a message in Classlink that says your account is not connected, browse to https://login.microsoftonline.com/ and make sure you are not logged in with another account other than your Cowley College account. If you are, click on your name and select 'Sign in with a different account' and then use your Cowley College account (**username**@cowley.edu) to log in. You should now be able to log in to Classlink.

Example

If you do not remember your password to log in, navigate to https://login.microsoftonline.com/ and enter your Cowley College email address. (**username**@cowley.edu)

Select 'Work or school account' if it appears.

Select 'Forgot my password' and you will be directed to the password recovery page if your account exists.

Example

← kevin.clark@cowley.edu

Enter password

Password

Forgot my password

Sign in

Please Login with your Cowley College Email address (ie tiger@cowley.edu).

If all else fails, you should be able to log in using a **new** incognito or private window in your browser. (If you already had one open, close it before opening a new one.)

How to Open Incognito Tabs: Chrome, Safari, Firefox, & More

We have also introduced some helpful documents to fix these issues on the Cowley College helpdesk page: Help Desk for Cowley College

If you still need assistance, please contact **tech@cowley.edu** or **helpdesk@cowley.ed**