A screenshot of a computer

Description automatically generated

This is a common error when logging into D2L – what happens is that its trying to log in with an expired login session and it fails, but then it doesn’t give you the opportunity to re-enter your information.

In almost every case this can be resolved by clearing you browser cache.

**For Google Chrome:**

* Go to the 3 dots in the upper right corner
* Hover over History, then another menu should appear which also has an option for History, click that
* In the window that comes up, click Clear Browsing Data on the left side
* In the window that pops up, go to the tab at the top that says Advanced
* Set the time range to all time
* Check every box except “Passwords and other sign-in Data”
* Click the blue “Clear Data” button
* Close all tabs for D2L, email, or anything else that logs in with your @methodistcol.edu account
* Open a new tab and log into D2L

**For Microsoft Edge:**

* Go to the 3 dots in the upper right corner
* Click History
* Go to the 3 dots at the top of the history menu
* Click clear browsing data
* In the window that pops up, set the time range to all time
* Check every box except passwords
* Click clear now
* Close all tabs signed in with your @methodistcol.edu account
* Open a new tab, sign into D2L

**For Safari:**

* Go to the Safari drop down menu
* Click clear history
* Choose “All History
* Click Delete
* Close all tabs signed in with your @methodistcol.edu account
* Open a new tab, sign into D2L