Polk Portal Troubleshooting

ISSUE: I'm receiving an error message that says "401 – Unauthorized."

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											Invalid username/password; Logon denied.					- 1
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TRY THIS: Go incognito.

Click on the three buttons at the top right-hand corner of the browser to access the drop-down menu and select "**New Incognito window**."

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It will look like this. Type <u>www.polk.edu</u> in the browser to open the College's website.



From the College's homepage, click on **Polk Portal** in the top banner and log in using your College credentials. You should be able to select **Sign in with Student** to access the site.

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Sign in to your account			
Sign In With Students Sign In With Faculty/Staff			

END.

<u>ISSUE</u>: UGH! I've gone Incognito and I'm still receiving an error message that says "401 – Unauthorized."

TRY THIS: Clear your cookies and cache.

Click on the three buttons at the top right-hand corner of the browser to access the drop-down menu and select "**History**."

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Click on "Delete browsing data" in the left-hand column.

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Delete your **browsing history, cookies, and cached images and files**. Close out the browser and try to access the Polk Portal again through the link at the top of the College's home page, www.polk.edu.



