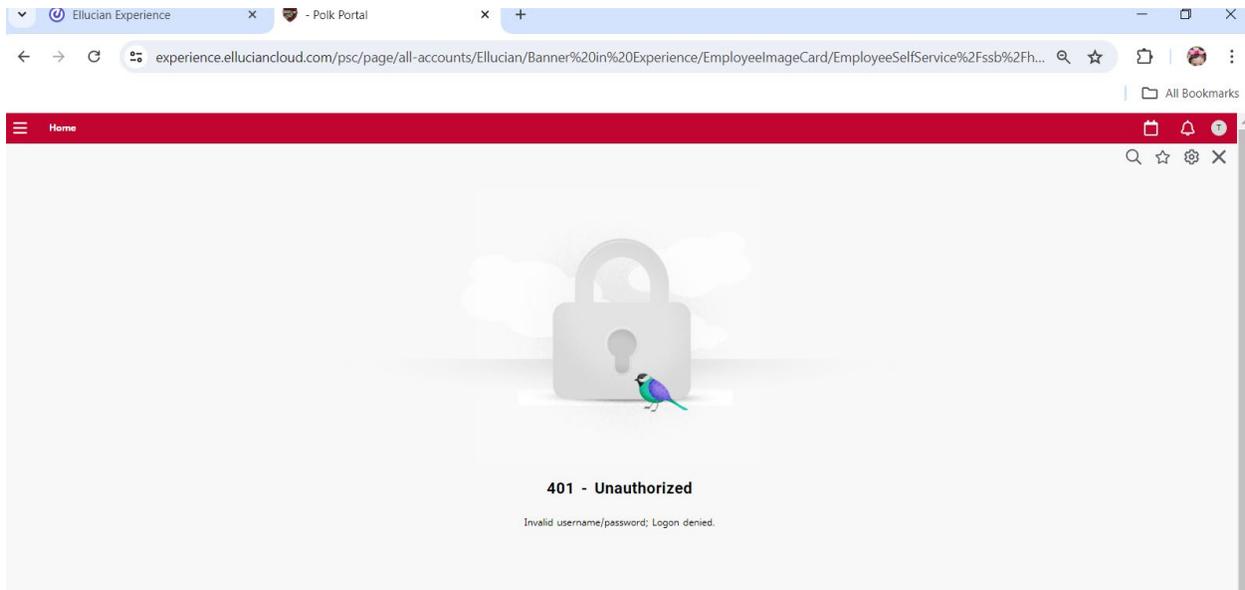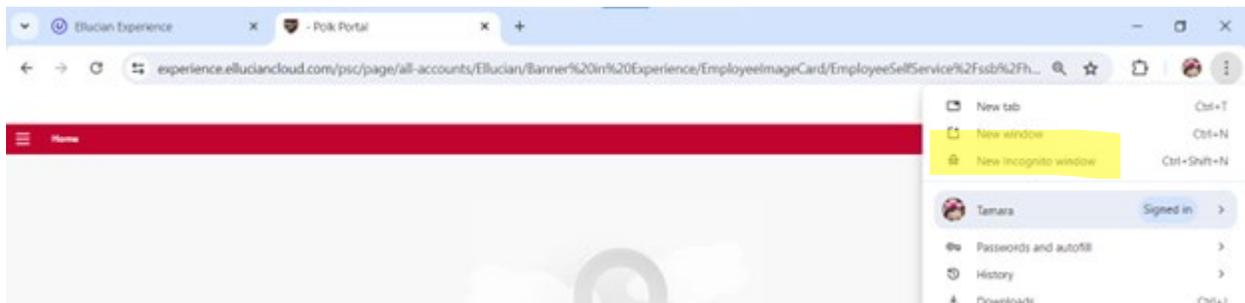# Polk Portal Troubleshooting

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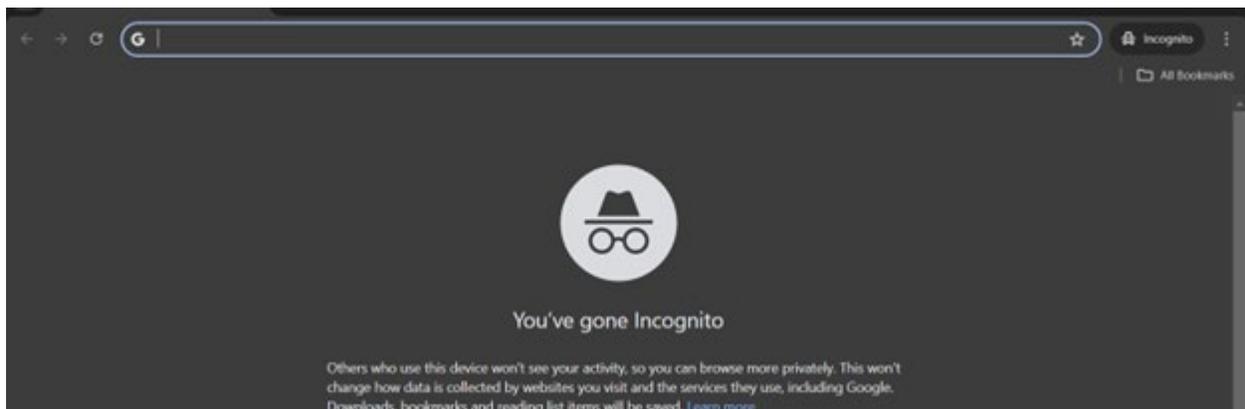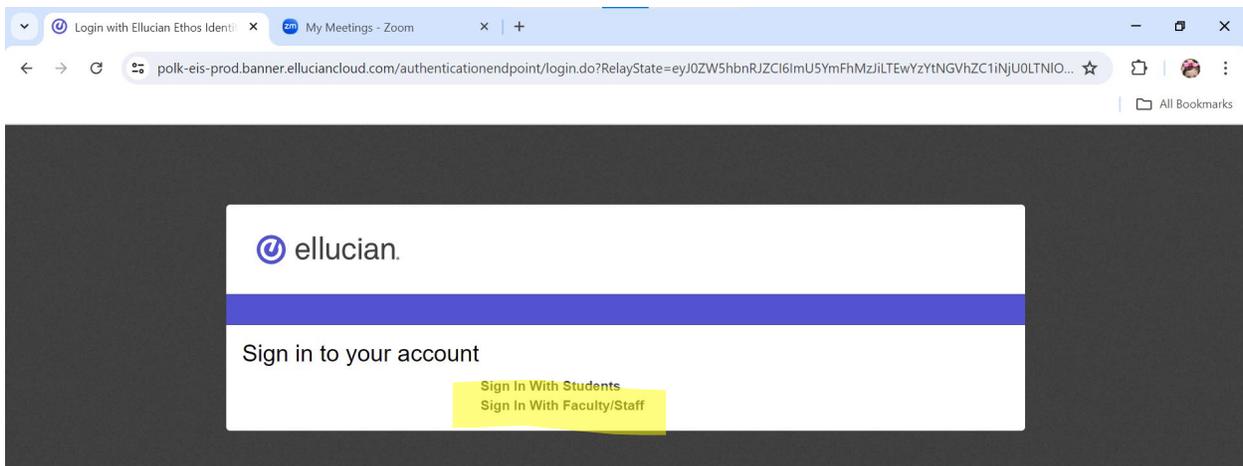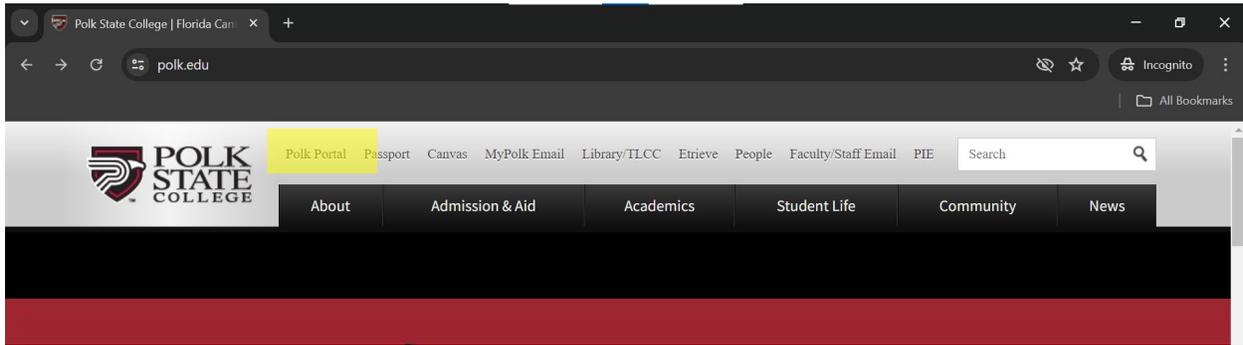

TRY THIS: Go incognito.

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.**"

It will look like this. Type www.polk.edu 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.
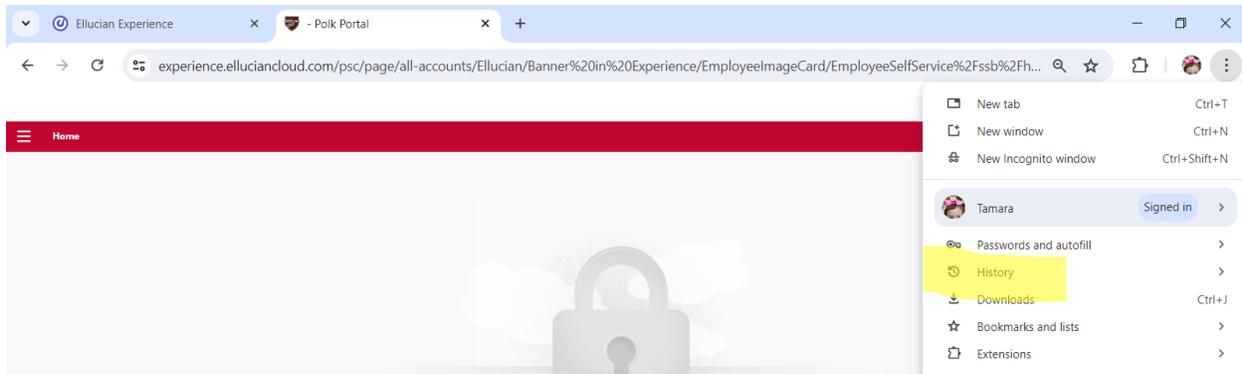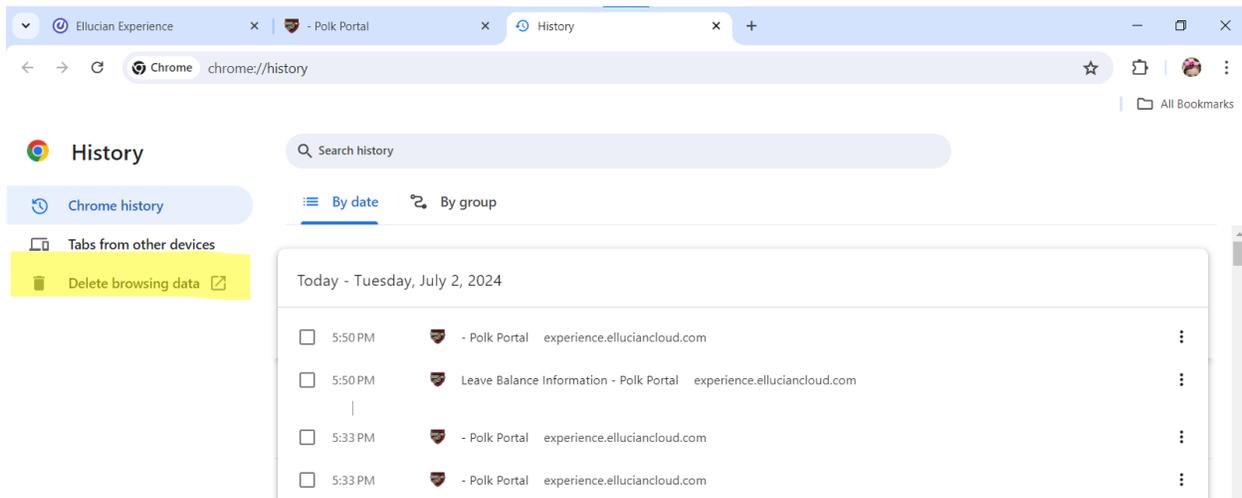

END.

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

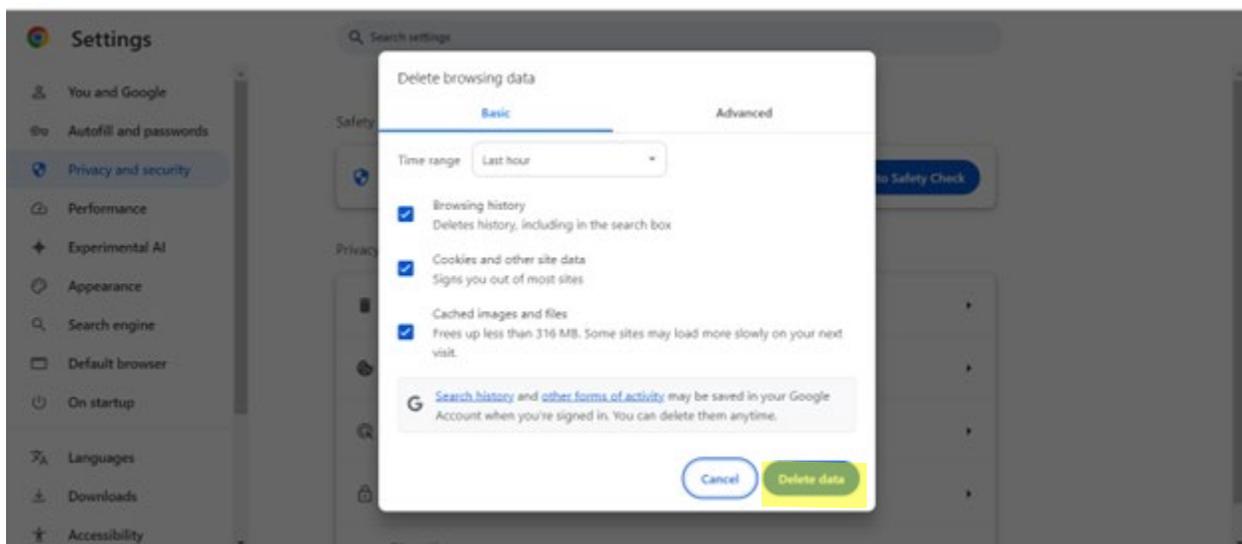<ins>TRY THIS</ins>: **Clear your cookies and cache.**

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

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

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.

END.