Cannot Log into Blackboard

(Audience: Instructors and Students)

1) Ensure you are at the correct login page by typing `blackboard.umkc.edu` into the address bar of your browser.

2) Make sure you are typing the correct SSO username and password. If your username and password auto-fill, try clearing your cache and try logging in again. Instructions for clearing a browser’s cache [here](#).

3) If you cannot remember your password, go to [www.pathway.umkc.edu](http://www.pathway.umkc.edu) and click **Forgot your password**.

4) If your SSO password is expired, go to [www.umkc.edu/is/password](http://www.umkc.edu/is/password) to reset your password.

5) If after following steps 1 through 4, you find you still cannot log in, contact the UMKC Call Center at its@umkc.edu or (816) 235 – 2000.