Solving sign-on issues:

Deleting the Cal Poly cookies usually resolves the problem.

Start by going to any site with calpoly.edu in the address

In Chrome:

Click on the circled ‘i’ in the address bar

![Image of Chrome settings with 'Cookies in use' highlighted]

Click on the link for Cookies “in use”
Highlight calpoly.edu and click the Remove button. Close the window.
In Firefox:

Click the circled ‘i’ in the address bar

Click the arrow to show connection details:

Click More Information

Click view Cookies
Click the Remove All Shown button and close the window.