



Troubleshooting Canvas LMS Login Issues

Resolution One – Assuring Appropriate Google Single Sign-On

- Close all browser tabs
- Go to <http://www.google.com>
- If already logged in, click on the circle in the top right corner and choose “Sign Out”
- Select “Sign In” and log in using your @icademystudent.com account (for students & parents)
 - Open a new tab
- Go to <http://icademymiddleeast.instructure.com/>
- You will be prompted to select an account, choose your @icademystudent.com account.

Resolution Two – Clear Browser Cache

- **For Chrome Browser**
 - In the browser bar, enter:
 - `chrome://settings/clearBrowserData`
 - At the top of the "Clear browsing data" window, click Advanced.
 - Select the following:
 - Browsing history
 - Download history
 - Cookies and other site data
 - Cached images and files
 - From the "Time range" drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select All time.
 - Click CLEAR DATA.
 - Exit/quit all browser windows and re-open the browser

For Firefox Browser

- From the History menu, select Clear Recent History.
 - If the menu bar is hidden, press Alt to make it visible.
- From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
- Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
- Click Clear Now.
- Exit/quit all browser windows and re-open the browser.