

# BlueLink Login Troubleshooting

I am getting “Login failed.”



Sign In

Login failed! Please recheck the username and password and try again.

To fix:

Please double check your BlueLink username and password. You may use the “Forgot your Username/Password” link to reset password if necessary.

I am getting “Authentication Error”

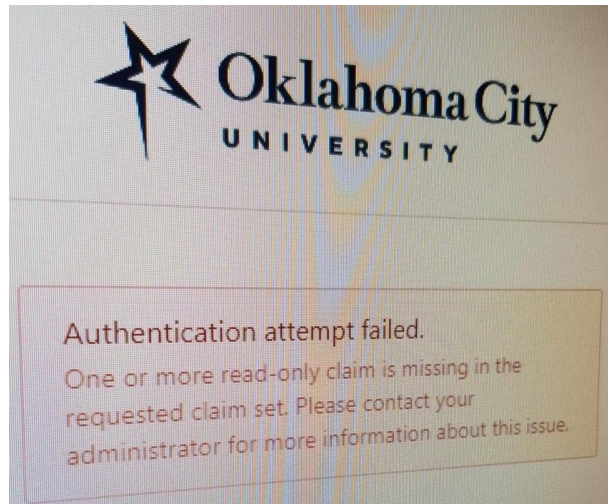


Authentication Error!  
Something went wrong during the authentication process. Please try signing in again.

To fix:

This occurs because the BlueLink login page expired. There is a unique session key generated when the login page loads and it expires within about 20 minutes. To solve this, please always go back to <https://bluelink.okcu.edu> and click BlueLink from the top right corner.

I am getting "Authentication attempt failed"



To fix:

Please contact Helpdesk at 405-208-5555, or via email at [helpdesk@okcu.edu](mailto:helpdesk@okcu.edu).

I am using Safari on a Mac and getting a certificate error

To fix:

1. Go to **Finder > Applications > Utilities > Keychain Access**
2. Search for the name of the certificate(s) that showed up in the certificate window above and then delete them all.
3. Then restart Safari and try again.

I am getting "Session timeout occurred".

To fix:

Please use the following instructions to clear browser cache.

#### Chrome

1. In the browser bar, enter:

```
chrome://settings/clearBrowserData
```

2. Select the following:
  - Browsing 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**.

3. Click **CLEAR DATA**.
4. Exit/quit all browser windows and re-open the browser.

### Firefox

1. From the **History** menu, select **Clear Recent History**.  
If the menu bar is hidden, press **Alt** to make it visible.
2. From the **Time range to clear**: drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
3. Check all the items under **History**.
4. Click **Clear Now**.
5. Exit/quit all browser windows and re-open the browser.

### Microsoft Edge

1. In the top right, click the Hub icon (looks like star with three horizontal lines).
2. Click the History icon (looks like a clock), and then select **Clear history**.
3. Select **Browsing history**, then **Cookies and saved website data**, and then **Cached data and files**. Click **Clear**.
4. After the "All Clear!" message appears, exit/quit all browser windows and re-open the browser.

### Internet Explorer 11

**Note:** On January 12, 2016, [Microsoft ended support for Internet Explorer versions prior to version 11](#).

1. Select **Tools > Safety > Delete browsing history....**  
If the menu bar is hidden, press **Alt** to make it visible.
2. Deselect **Preserve Favorites website data**, and select:
  - o **Temporary Internet files or Temporary Internet files and website files**
  - o **Cookies or Cookies and website data**
  - o **History**
3. Click **Delete**. You will see a confirmation at the bottom of the window when the process is complete.
4. Exit/quit all browser windows and re-open the browser.

### Safari 8 and later

1. From the **Safari** menu, under **History** select **Clear History... or Clear History and Website Data....**
2. Select the desired time range, and then click **Clear History**.

3. Go to `Safari > Quit Safari` or press `Command-Q` to exit the browser completely.

## Mobile browsers

### Android

The steps to clear your cache, cookies, and history may differ depending on the model of your Android device and your preferred browser. However, you should be able to clear your cache and data from your application management settings menu:

1. Go to `Settings` and choose `Apps` or `Application Manager`.
2. Swipe to the `All` tab.
3. In the list of installed apps, find and tap your web browser. Tap `Clear Data` and then `Clear Cache`.
4. Exit/quit all browser windows and re-open the browser.

### Chrome for Android

1. Tap `Chrome menu > Settings`.
2. Tap `(Advanced) Privacy`.
3. From the "Time Range" drop-down menu, select `All Time`.
4. Check `Cookies and Site data` and `Cached Images and Files`.
5. Tap `Clear data`.
6. Exit/quit all browser windows and re-open the browser.

### Safari for iOS

1. Open your `Settings` app.
2. Tap `Safari`.
3. Tap `Clear History and Website Data` and confirm.
4. Exit/quit all browser windows and re-open the browser.

### Chrome for iOS

1. Tap `Chrome menu > Settings`.
2. Tap `Privacy`.
3. Tap `Clear Browsing Data`.
4. Choose the data type you want to clear.
5. Tap `Clear Browsing Data`.
6. Exit/quit all browser windows and re-open the browser.