

# Sakai

## Troubleshooting Guide

Use this guide for issues **AFTER** creating your account and are having issues login back in.

- First-close your browser, open a fresh page, then access Sakai (<https://sakai.unc.edu/portal>)
- Always, Always use the **NON-ONYEN** log in
- SESSION TIMEOUT: Sometimes your session may timeout if you don't log out of Sakai. When this happens, a weird log in page with a "single sign on" will appear. In this case, please close your browser, reopen it, access Sakai and log in from a fresh link.
- **FORGET YOUR PASSWORD?** No problem: Simply navigate to <https://sakai.unc.edu/portal/site/resetpw> , enter your Sakai email address, and you will receive an email with a reset link.
- Sakai works best on Firefox so if you are having issues, you may want to switch your browser
- Can't find the Materials Tab? You may be logged in the main Sakai site, but not our MCA site. Did you click on MCA at the top of the page to access our class site?
- If MCA is not showing at the top of your Sakai page, click on sites at the top right, click the star by Municipal and County turning it yellow, close the box, refresh your browser and MCA will now show up at the top when you log into Sakai
- If you have issues after trying all the above, contact Susan or Rachel via email at [smhutch@sog.unc.edu](mailto:smhutch@sog.unc.edu).