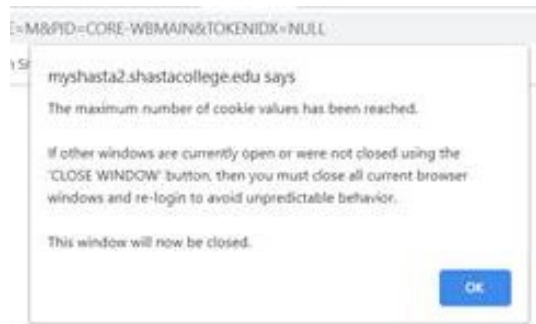


# MyShasta/Portal Access Issues and How to Resolve Them

A common error with MyShasta occurs when too many browser sessions are open at once and cookies need to be cleared. You will get the error that “The maximum number of cookie values has been reached” and a prompt pictured below will prevent you from logging in to MyShasta.



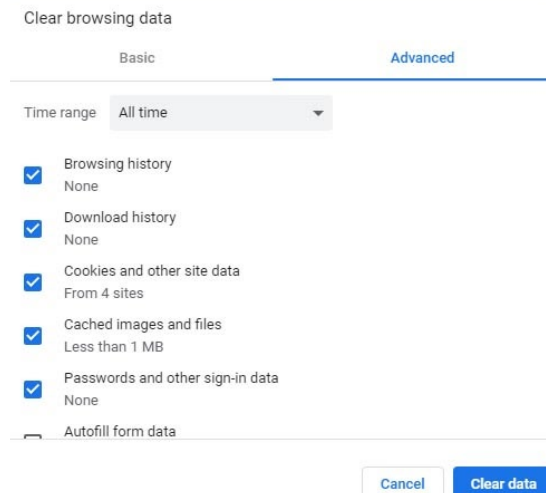
## For a quick fix follow the instructions below

(Make sure to close all browser tabs/pages except for the one you are working in)

### Portal: Clear Cache Instructions

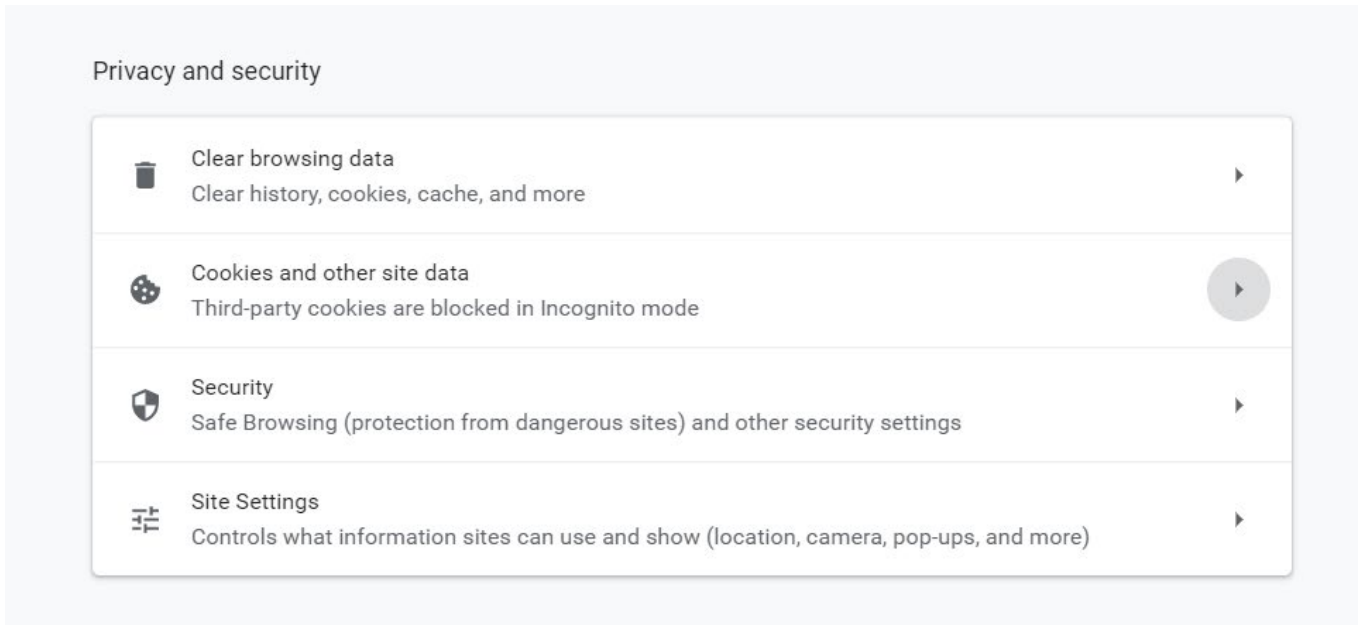
To clear the cache, please follow the instructions listed below (*these instructions are to be used with Chrome*):

- Open a browser window
- Press **CTRL, Shift** and the **Delete** keys to bring up the browser cache menu.
- In the "time range" drop down, select the **All time** option
- Leave the pre-selected options selected and **additionally** select the "**Passwords and other sign-in data**" check box.
- Click the **Clear data** button. The system will remove the files and return to the settings page.
- Open an incognito browser by selecting the **CTRL, Shift** and the **N** key.
- Access the portal at: <https://pg1.shastacollege.edu> and log in.

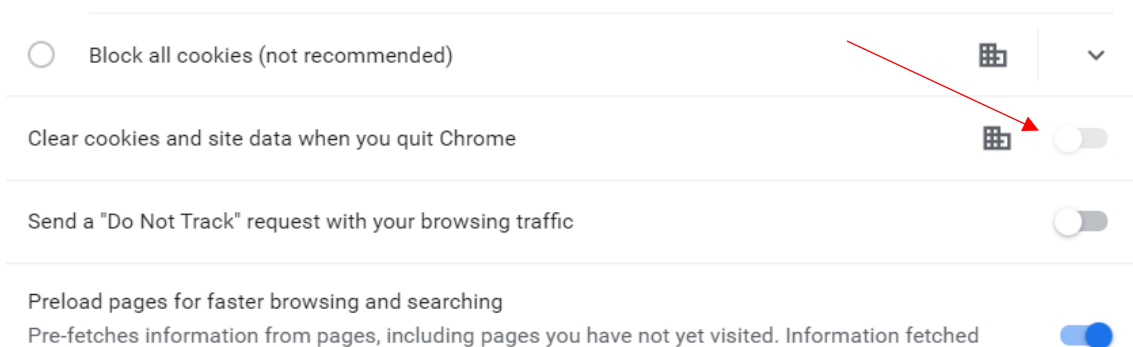


## For a Permanent Solution Follow these Steps

- Open your Chrome browser and type **chrome://settings/privacy** into the address bar.
- In the Privacy and security section pictured below and click on “Cookies and other site data”



- Scroll down until you see the “Clear cookies and site data when you quit Chrome” and switch the button to the right so that this feature is turned on.



- Upon exit, Chrome will flush the cookies for you so you shouldn't need to clear the cookies manually ever again once you've completed this step.

# How to Clear Cache/Cookies on Android or iPhone

## Android Users using Chrome:

### In the Chrome app

- On your Android phone or tablet, open the **Chrome app**.
- At the top right, tap **More**.
- Tap History, Clear browsing data.
- At the top, choose a time range. To **delete** everything, select **All time**.
- Next to “Cookies and site data” and “Cached images and files”, check the boxes.
- Tap Clear data.

## Safari Users:

### Clearing the history and cookies from Safari on an iPhone, iPad, or iPod touch:

- To clear your history and cookies go to **Settings > Safari**, and tap **Clear History and Website Data**. Clearing your history, cookies, and browsing data from Safari won't change your AutoFill information.
- To clear your cookies and keep your history, go to **Settings > Safari > Advanced > Website Data**, then tap **Remove All Website Data**.

**Note:** When there is no history or website data to clear, the setting will be grey. The setting might also be grey if you have web content restrictions set up under Content & Privacy Restrictions in Screen Time.