

The MyDelta portal utilizes single sign-on (SSO) to provide students and employees with a centralized location to log on and authenticate to access information and applications such as Banner, Canvas, email, Office 365, etc. All students and employees should be using the MyDelta portal to access MyBanner, email, Office 365. Canvas can either be accessed from within MyDelta or by installing the Canvas app on your mobile device(s). You should remember to check your email and Canvas (if applicable) frequently (preferably daily).

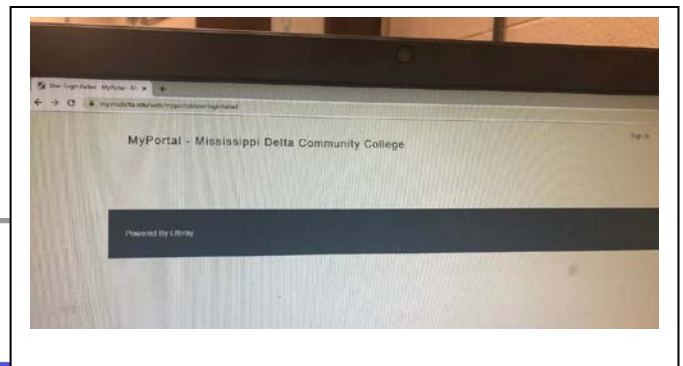
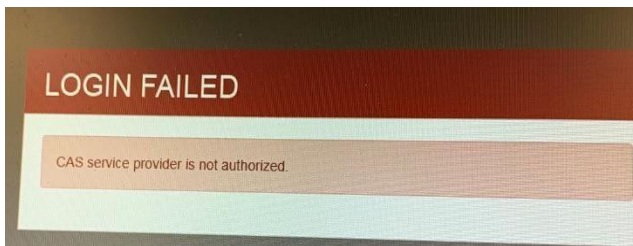
Your MyDelta username and password is what you will use to log in to everything, including the Canvas app if you choose to install that on your device(s). Your ID # (example: D00123456) is NOT your username for MyDelta.

Getting an error when logging in to MyDelta?

- If you are receiving any of the following errors, simply clearing your browser history, closing the browser, re-opening and logging in usually resolves these issues. If you do not know how to clear your browser's history, this link that tells you how.

<https://www.whatismybrowser.com/guides/how-to-clear-cookies-browsing-history-and-cache/>

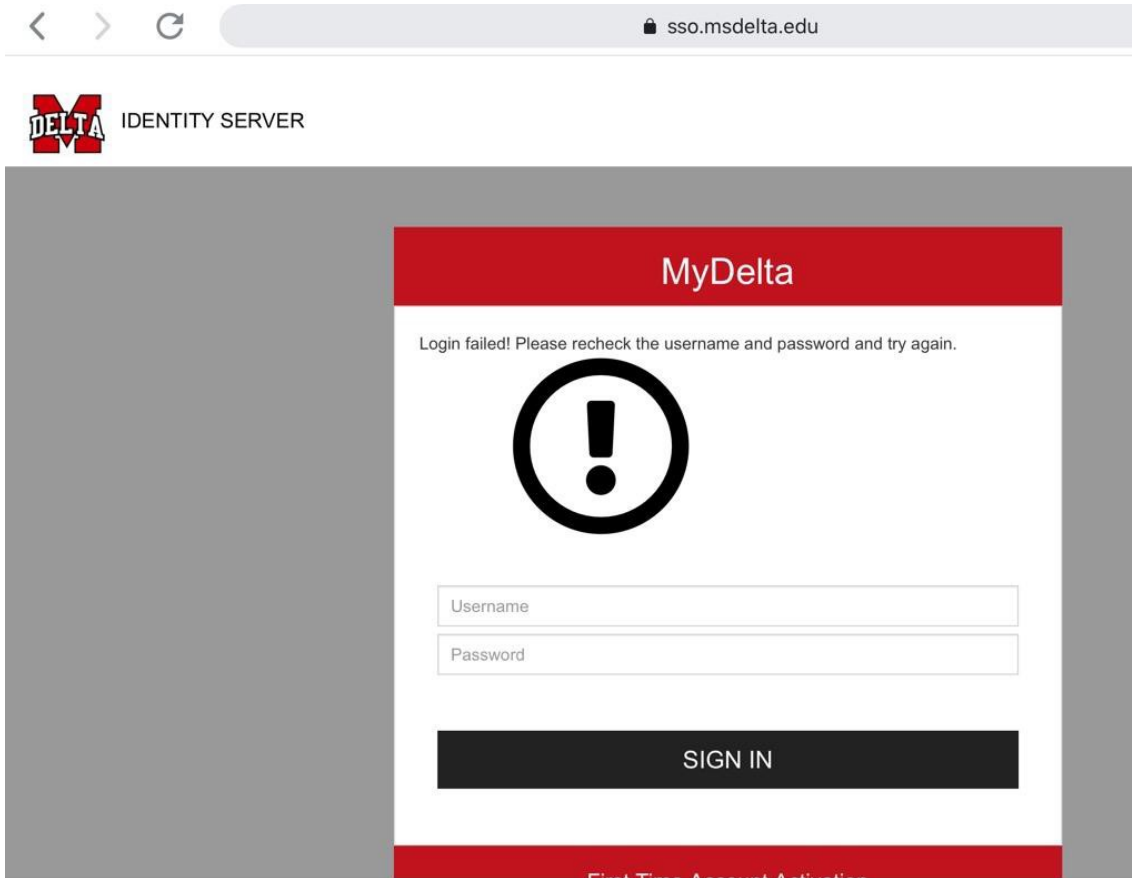
- Follow the steps to clear your COMPLETE browser history. In Chrome you must select All Times and select All boxes. If you have saved passwords, you can leave this box unchecked so those are not cleared.
- Once the complete browser history is cleared, completely close the browser.
- Re-open the browser & try to login to MyDelta again.



Authentication Error!

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

- If you receive an error like below, clearing your browser history may not resolve this issue. This error means that you are using either the wrong username or password, or that your password has expired. Please use the Reset Password link on the MyDelta login screen. **NOTE: You will then be able to log in to MyDelta and/or Canvas with this new password. However, it could take up to 30 minutes for your new password to be synced to Microsoft for your email and Office365.*



- If you receive the following error, email IT Help Desk at it@msdelta.edu with a screenshot of the error, your full name, and ID number.

