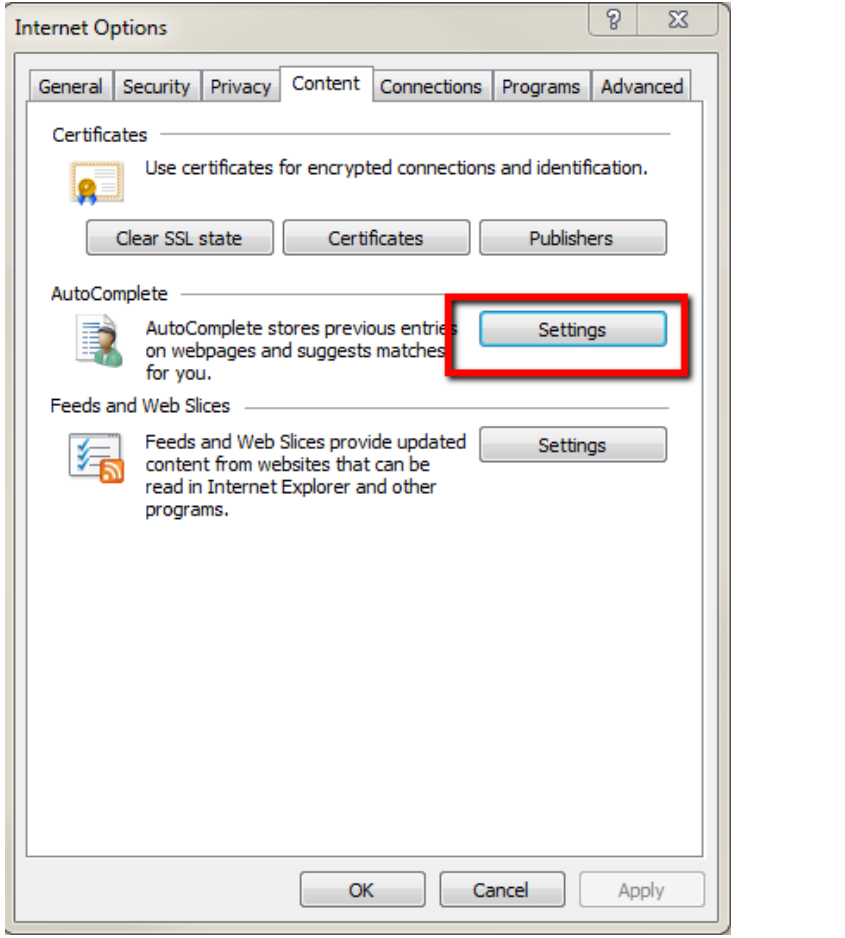
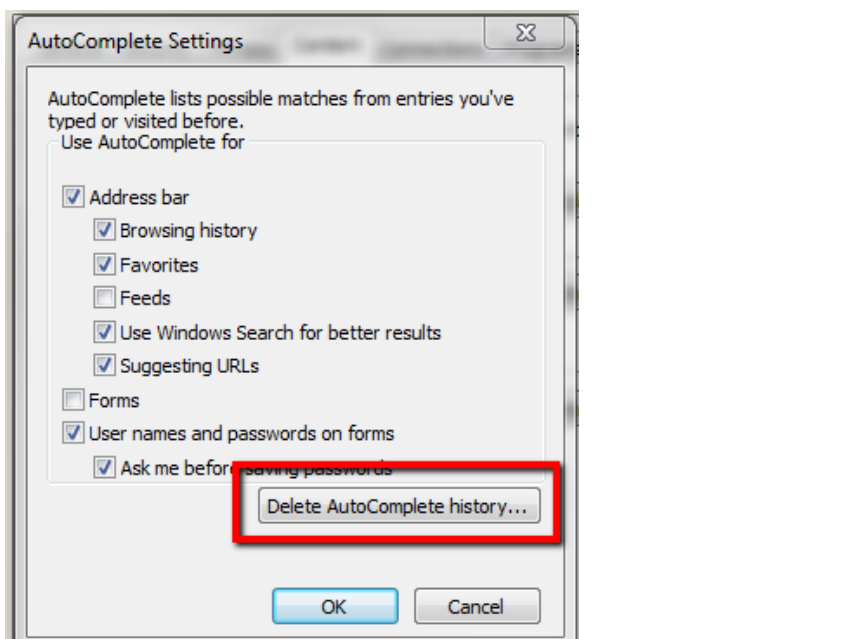


Passwords that are saved by the browser may interfere with using ClassLink. Users may get messages that read *“The username and password do not match any existing users in the system.”* The instructions below show how to clear passwords from your browser. Instructions for Chrome are on page two.

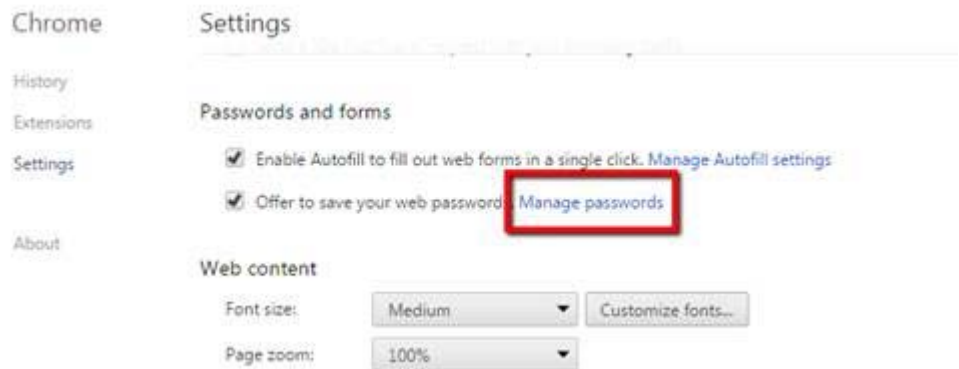
Internet Explorer 11	
<p>Go to Internet Options.</p> <p>Click on “Content”</p> <p>Select “Settings”</p>	 <p>The screenshot shows the 'Internet Options' dialog box with the 'Content' tab selected. Under the 'AutoComplete' section, the 'Settings' button is highlighted with a red rectangle. Other sections include 'Certificates' and 'Feeds and Web Slices'.</p>
<p>Then choose “Delete AutoComplete history”</p> <p>And delete saved passwords</p>	 <p>The screenshot shows the 'AutoComplete Settings' dialog box. The 'Delete AutoComplete history...' button is highlighted with a red rectangle. The dialog lists various settings for AutoComplete, such as 'Address bar', 'Browsing history', 'Favorites', 'Feeds', 'Use Windows Search for better results', 'Suggesting URLs', 'Forms', 'User names and passwords on forms', and 'Ask me before saving passwords'.</p>

Chrome

Go to Browser Settings.

In Chrome you will look for
“Manage passwords.”

Click on “Manage Passwords”



Select the password that is not
working in ClassLink.

Click the X to the right of the
website for which you want to
delete the password.

