

2. I receive one of the following error messages: “*Session Already Running; Session Timed Out – Requires Guest Access; Login Loop; HTTP 403 Forbidden; Access Denied.*”

Problem: When trying to access the online course system, users have reported the following error messages:

- Session Already Running
- Session Timed Out – Requires Guest Access
- Login Loop (keep getting kicked back to the Institution Listing page)
- HTTP 403 Forbidden
- Access Denied

Remedy: Use the **Logout** icon at the top of your Blackboard-Vista page to log out. Then log back into Blackboard-Vista.

If you need additional help, please contact the WNMU Help Desk at helpdesk@wnmu.edu or 575.574.4357.