

# Cannot log out of Brightspace

## Overview

When using Single Sign-On (SSO), Brightspace will keep you logged in due to cookies or cached data that automatically logs you back in. Clearing data from your browser helps fully log you out of Brightspace, especially when SSO is re-authenticating you automatically.

## Getting Started

You will need to clear your cookies and cached data in your web browser to log out of Brightspace. If you want Brightspace to ask for your login credentials each time, please refer to the instructions in the [Shared Computer](#) section.

1. Log out of Brightspace.
2. Clear your cookies and cached data.
  1. Instructions can be found at [Clear your cookies and cached data](#) to clear all cookies and cached data.
  2. Instruction below to only clear cookies to log out of Brightspace.
3. Close and reopen your browser.

## Clear cookies only for Brightspace

Brightspace uses cookies named authn.mclennan.edu or mclennan.edu to keep you logged into Brightspace. You will need to delete the cookie to stop Brightspace from logging in automatically.

You do not have to restart the browser, but in some cases, particularly if you have multiple tabs or sessions open, the browser may not fully clear cached data or cookies until the browser is restarted. Restarting ensures that all changes are properly applied, and any session data is reset.

## Microsoft Edge

1. Open Microsoft Edge.
2. Click the three-dot menu (ellipsis) in the upper-right corner.
3. Select Settings.
4. Select Cookies and Site permissions on the left side of the screen.
5. Select Manage and delete cookies and site data.
6. Select See all cookies and site data.
7. search for authn.mclennan.edu.
  1. The cookie may be located under mclennan.edu

2. Drop down mclennan.edu
8. Delete the cookie authn,mclennan.edu by selecting the trashcan.
9. Close and reopen your browser.

## Mozilla Firefox

1. Open Firefox.
2. Navigate to Brightspace.
3. Click the three horizontal lines (hamburger menu) in the upper-right corner and select Settings.
4. In the left sidebar, click Privacy & Security.
5. Scroll down to the Cookies and Site Data section and click Manage Data....
6. In the Manage Cookies and Site Data window, type mclennan.edu in the search bar.
7. Select mclennan.edu from the list and click Remove Selected.
8. Click Save Changes and confirm by clicking Remove again.
9. Close and reopen your browser.

## Google Chrome

1. Open Google Chrome.
2. Click the three-dot menu in the upper-right corner.
3. Select Settings.
4. Select Privacy and Security.
5. Select Third-party cookies.
6. Select See all site data and permissions.
7. Search for authn.mclennan.edu.
  1. The cookie may be located under mclennan.edu
  2. Drop down mclennan.edu
8. Delete the cookies authn,mclennan.edu by selecting the trashcan.
9. Close and reopen your browser.

## Safari (Mac)

1. Open Safari.
2. Navigate to Brightspace.
3. In the top menu, click Safari > Settings (or Preferences).
4. Go to the Privacy tab.
5. Click Manage Website Data....
6. In the search box, type mclennan.
7. Select mclennan.edu and click Remove.
8. Click Done.
9. In the menu bar at the top of the screen, click Safari.
10. From the drop-down menu, select Quit Safari.
11. Optionally to close Safari, you may press Cmd + Q.

# Shared Computer?

Brightspace will automatically remember your username and password, keeping you logged in. If you need to share or borrow a computer, use a private browsing tab to log into Brightspace. When you log out and close the private tab, your session will end, and the last person logged into Brightspace won't be automatically logged back in.

## Microsoft Edge

1. Shortcut: Press Ctrl + Shift + N (Windows) or Cmd + Shift + N (Mac).
2. Manual Steps:
  1. Open Microsoft Edge.
  2. Click the three-dot menu (ellipsis) in the upper-right corner.
3. Select New InPrivate window.

## Google Chrome

1. Shortcut: Press Ctrl + Shift + N (Windows) or Cmd + Shift + N (Mac).
2. Manual Steps:
  1. Open Google Chrome.
  2. Click the three-dot menu in the upper-right corner.
3. Select New Incognito Window.

## Mozilla Firefox

1. Shortcut: Press Ctrl + Shift + P (Windows) or Cmd + Shift + P (Mac).
2. Manual Steps:
  1. Open Mozilla Firefox.
  2. Click the three horizontal lines (menu) in the upper-right corner.
3. Select New Private Window.

## Safari (Mac)

1. Shortcut: Press Cmd + Shift + N.
2. Manual Steps:
  1. Open Safari.
  2. In the menu bar, click File.
3. Select New Private Window.

---

Revision #5

Created 18 November 2024 14:06:34 by Jeremy Lindley

Updated 18 November 2024 21:52:57 by Jeremy Lindley