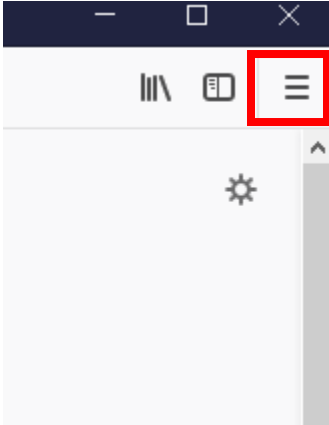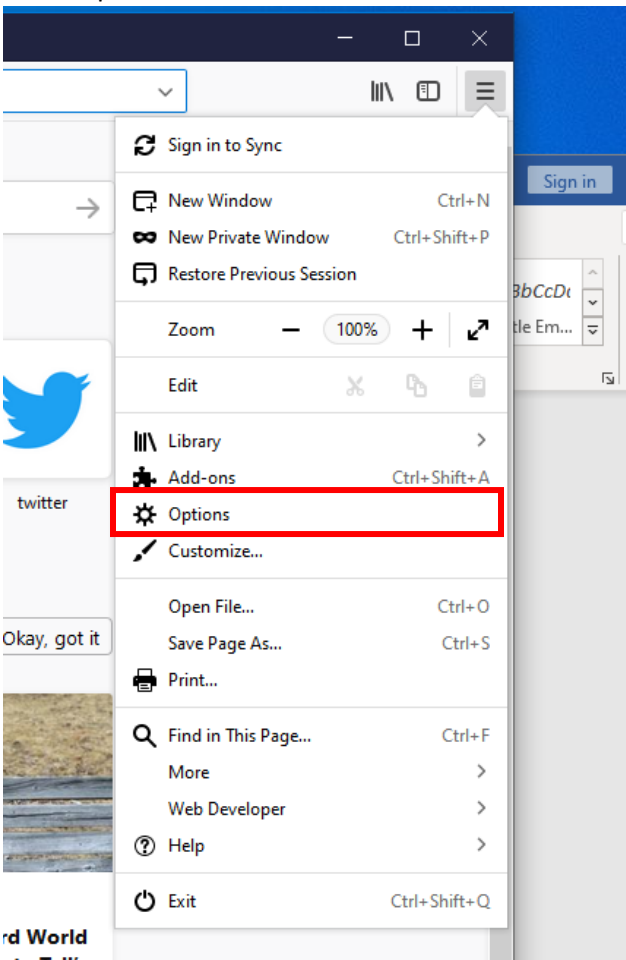(Please note that doing these steps will remove other account information that is saved. Be sure to know all of your passwords and we apologize for the inconvenience that this may cause)
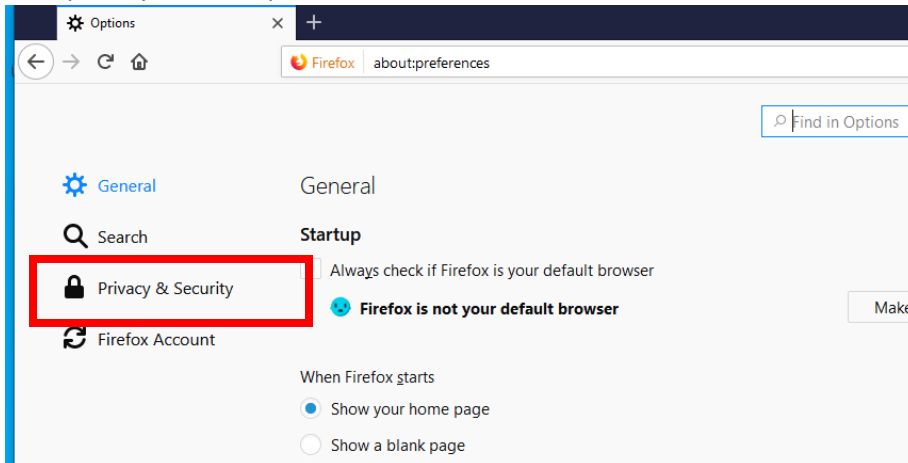
To Clear Browser history on Firefox browser:

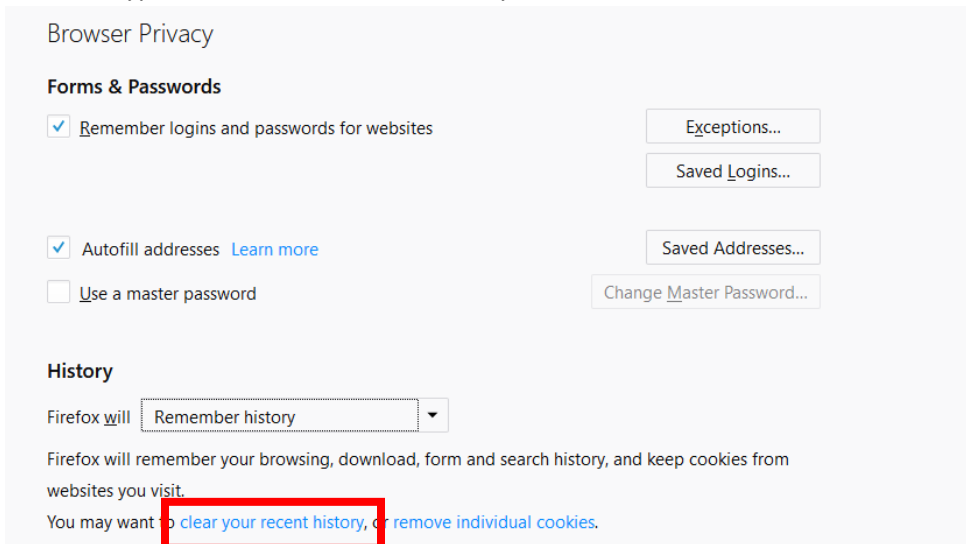1. Click on the 3 lines on the right hand side:
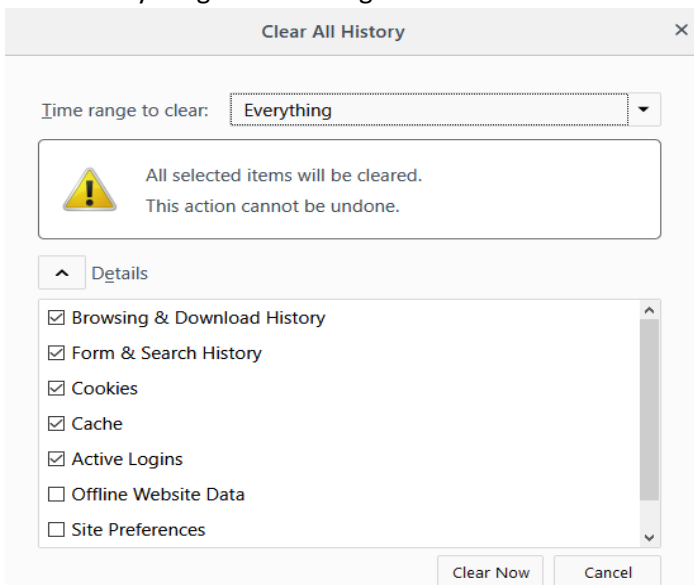

2. Select options

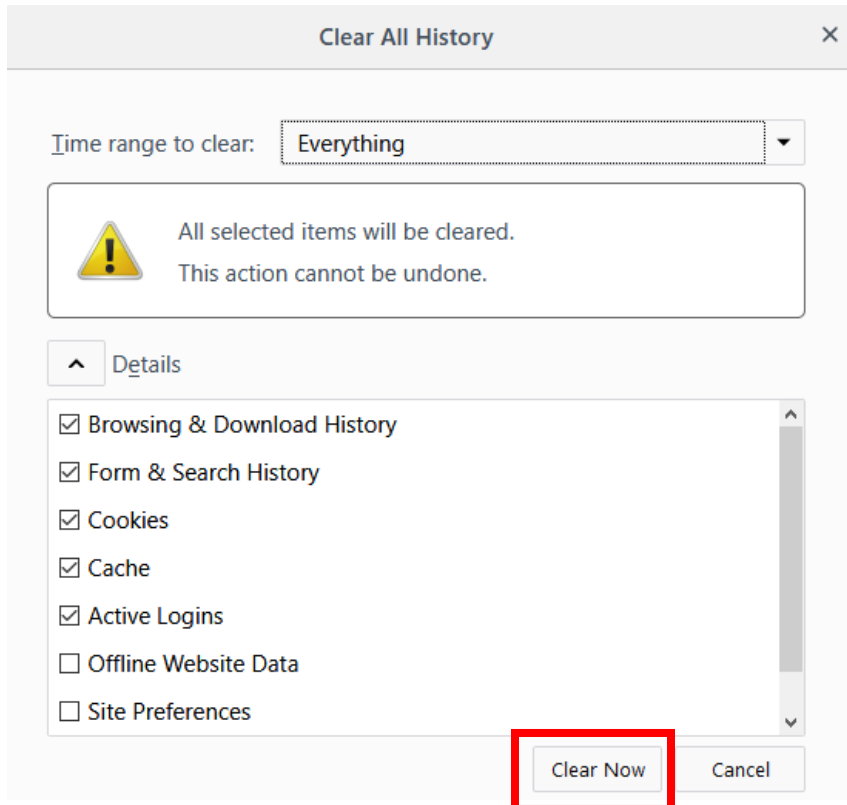3. Click privacy & security on the left hand side

4. Find the hyperlink for "clear recent history"

5. Select everything for time range and select the checked boxes below

6. Click on clear now

7. Restart your browser

After this is done, please try logging into Canvas first. If an error message is still received, please take a snapshot. Please send it to support@napavalley.edu with your student ID number and a phone number we can reach you at. Thank you for your patience as we are working to resolve issues as soon as possible.