Why am I receiving a directory error message when logging into eLC?

You may receive a "You do not have permission to view this directory or page." error message when logging into the eLearning Commons (eLC) site after it was placed behind ArchPass. Some web browsers may store information from the previous eLC page, which interferes with the login process for the new eLC page (now using ArchPass). This error is not referring to your personal account permissions, and should be easily fixed with the steps below.

How to resolve this:

You will need to bypass your browser's cache (stored information) to update the eLC login page. Here's how to do that:

1. Go to https://uga.view.usg.edu (an alternate URL for eLearning Commons)
2. Select the your browser from the list below and follow the steps listed to refresh your browser and bypass the cache:

   a. Google Chrome
      i. On Windows, use one of the following:
         • Hold the Ctrl key and press the F5 key.
         • Hold the Shift key and press the F5 key.
         • Hold the Ctrl key and click the Reload button on the navigation toolbar.
         • Hold the Shift key and click the Reload button on the navigation toolbar.
      ii. On Mac OS X:
         • Hold both the Cmd and Shift keys and press the R key.
         • Hold the Shift key and click the Reload button on the navigation toolbar.
         • Hold the Ctrl key and click the Reload button on the navigation toolbar.

   b. Firefox
      i. On Windows, use one of the following:
         1. Hold both the Ctrl and Shift keys and then press R.
         2. Hold the Shift key and click the Reload button on the navigation toolbar.
         3. Hold the Ctrl key and press the F5 key.
      ii. On Mac OS X, use one of the following:
         1. Hold both the Cmd and Shift keys and then press R.
         2. Hold the Shift key and click the Reload button on the navigation toolbar.

   c. Safari
      i. For version 4 and newer:
         • Hold down the Shift key and click the Reload toolbar button.
      ii. For version 3 and older:
         • Hold down the Cmd key and press R. This kind of "regular" reload will usually bypass the cache

   d. Internet Explorer
      i. Use one of the following:
         • Hold the Ctrl key and press the F5 key.
         • Hold the Ctrl key and click the "Refresh" button on the toolbar.

Your page should refresh and you should now be able to log into eLC. If you are still having issues logging in, please contact the EITS Help Desk for further support.

Contact the EITS Help Desk

| Telephone  | 706-542-3106 |
| Request Support | [http://www.eits.uga.edu/request](http://www.eits.uga.edu/request) |
| Chat with a Help Desk representative (8 a.m.-5 p.m. Mon-Fri) | [Click Here to Chat With A Help Desk Representative](http://www.eits.uga.edu/request) |
| Email | helpdesk@uga.edu |
| UGA Systems Status | [status.uga.edu](http://status.uga.edu) |
| Fax | 706-583-0890 |