

## **IF ASKED TO PROVIDE A PLATO LOGIN...**

Many students are reporting that while clicking on class material ( anything with a puzzle piece next to it) inside MStar, they are being asked for of Plato Login and Password. **This is a known issue that mainly happens when in Internet Explorer.**

Students, please complete these steps in order:

1. Try downloading Firefox or the Chrome browser.
2. **Clear** browsing data and **delete** cookies from your computer.
3. Restart the browser completely, and then restart the entire computer if needed.
4. Use another device for the time being.