

# Clearance Submission Troubleshooting Guide

When attempting to submit your clearances through the **D2L shell Anthology Portfolio Resources**, if you get a screen that asks you to log directly into Anthology or you get an error that says you need to clear your cache and enable cookies, then please perform the troubleshooting procedure below to hopefully resolve your issue.

Reboot your computer.

Open a browser using Chrome or EDGE (other browsers have been known to cause issues).

Within that Chrome or EDGE browser you just opened, go to my.pennwest.edu and log in.

Go to the **D2L shell Anthology Portfolio Resources**.

Select **Content**.

Select either **Clearances Uploads** or **Other Uploads**, depending on which clearance you are trying to submit, and attempt to submit your document again.

If at any time you get an error that says you need to clear your cache and enable cookies, then you need to click on the links in the error (or use the links below if it doesn't allow you to click on the links) and perform the steps for those tasks.

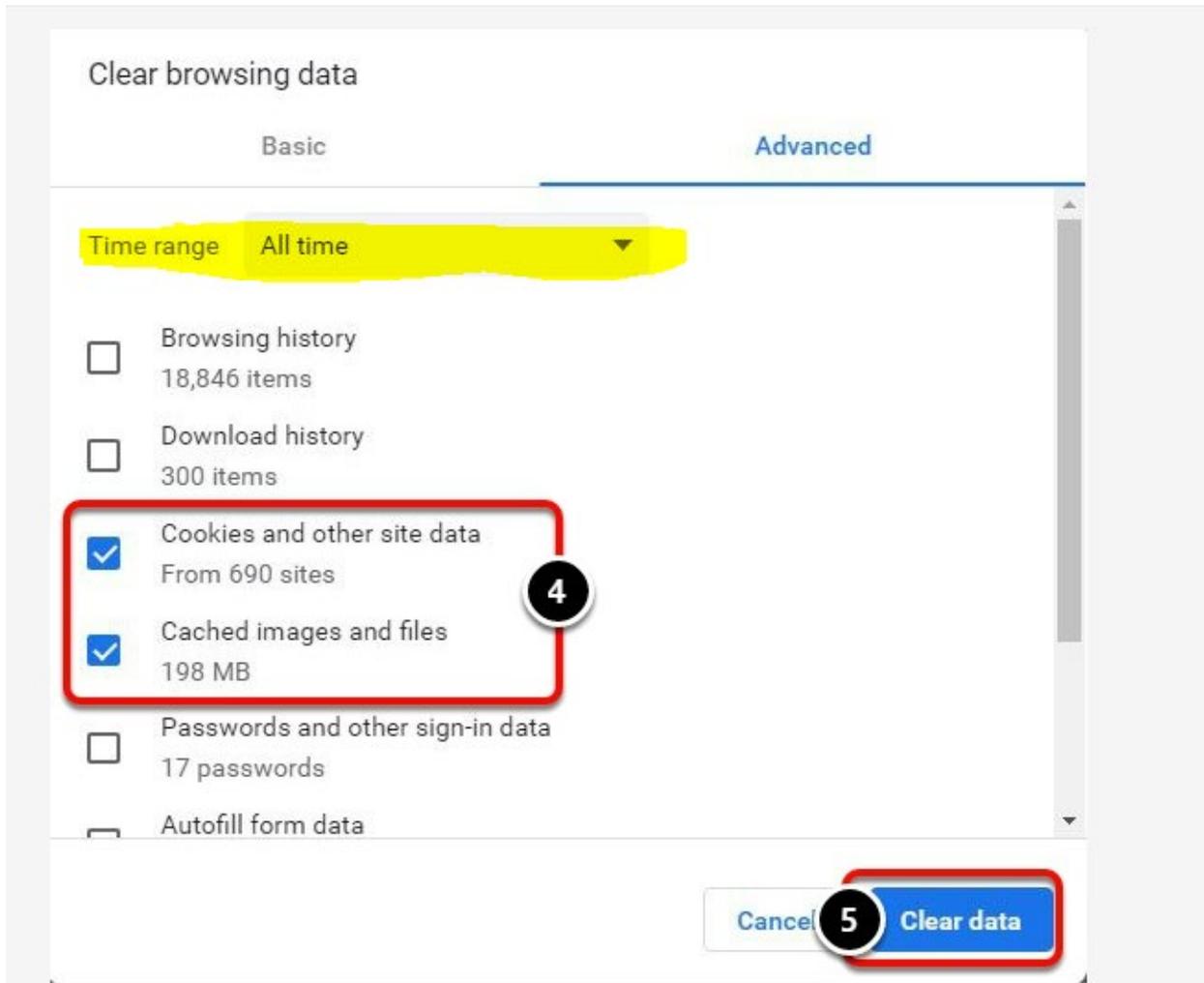
Make sure cookies are enabled within your browser:

<http://userguide.chalkandwire.com/m/Student/U/1007917-how-to-enable-cookies-in-your-internet-browser>

After enabling cookies, please clear your browsing cache:

<http://userguide.chalkandwire.com/m/Student/U/1322366-how-to-clear-your-browser-s-cache>

When clearing your browsing data, make sure you select the Time range as "All time" and not one of the other lesser time periods. See screen shot below.



If you still get an error after performing the troubleshooting procedure, please send a screen shot of the error to Debra Melonja ([melonja@pennwest.edu](mailto:melonja@pennwest.edu)) for further assistance.