Recommended Browser Settings

We recommend that you use the Google Chrome browser for the best experience.

Internet Explorer Versions 8, 9, 10, 11 Trusted Sites

1. Open Internet explorer and click on the Tools Menu.
2. Click on Internet Options.
3. Click the Security Tab.
4. Highlight Trusted Sites.
5. Click on the Sites button.
6. Uncheck "Require server verification (https:) for all sites in this zone" at the bottom of the Trusted sites window.
7. Enter *.cityu.edu and click add.
8. Enter *.mycmasc.com and click add.
9. Enter *.campuscruiser.com and click add.
10. Enter *.blackboard.com and click add.
11. Enter *.office365.com and click add.
12. Enter *.microsoftonline.com and click add.
13. Click OK to close the Trusted Site window.
14. Click on the Privacy tab.
15. Set the slider to Medium.
16. Enter mycmasc.com in the address of website dialog box, then click the Allow button.
17. Enter cityu.edu in the address of website dialog box, then click the Allow button.
18. Click OK and then OK again.

Internet Explorer Versions 10, 11 Compatibility View Settings

1. Open Internet Explorer.
2. Press the Alt key to display the Menu bar (or right-click the Address bar and then select Menu bar).
3. Click Tools, and then click Compatibility View settings.
4. Enter cityu.edu then click Add, then enter mycmasc.com and click Add, then enter campuscruiser.com and click Add, then enter blackboard.com and click Add.
5. Click Close then restart Internet Explorer.
Recommended Browser Settings

Safari - PC Version – Enable Cookies

1. Open your Safari web browser. Click Edit on the top-line menu for PC version.
2. Click Preferences.
3. Click the Security (paddle lock icon).
4. Under Web Content, uncheck Block pop-up windows. Everything else is checked.
5. Under Accept Cookies, set the radio button to Always.
6. Close the security window and restart your browser.

Safari – Mac Version – Enable Cookies

1. From the Safari menu, select Preferences.
2. Click the Security tab.
3. To enable cookies, next to “Accept Cookies:” select Always.
4. Close the security window and restart Safari.

IMPORTANT: For security reasons, you may want to set your Safari browser back to original settings when not accessing CityU resources.

If you are still experiencing issues accessing Forms, Blackboard, Email, or Library databases from My.CityU portal site, please try the following tips:

My.CityU Student Portal Login Tips:

- If you are receiving an “Invalid Credentials” error message when trying to log in, please check that you are entering your username in all lowercase. If you still cannot access, please use the “Password Help” link on the Portal Login page to change your password. Make sure that you use the correct Date of Birth format and follow the Password Complexity Requirements very carefully as shown on the Password Reset page. If you are still unable to access, please use the "Need Help? Click here" in the Technical Help Section directly below the login. From here you can contact our Live 24/7 Helpdesk support line for assistance.
Blackboard Troubleshooting Tips:

- You can use [http://courses.cityu.edu](http://courses.cityu.edu) to access Blackboard directly.
- Students usually gain access **3 days prior to the start date of the course**.
- The courses you see from last term will remain open for a period of time into the new term before they are disabled.
- If you are still unable to access Blackboard, please use the "**Need Help? Click here**" in the Technical Help Section directly below the login on the Student portal login page.

Email Troubleshooting Tips:

- You can use [http://mail.cityu.edu](http://mail.cityu.edu) or [https://outlook.office365.com](https://outlook.office365.com) to directly access your City University of Seattle Email account.
- If you are still unable to access your CityU email, please use the "**Need Help? Click here**" in the Technical Help Section directly below the login on the Student Portal login page.

Library Troubleshooting Tips:

- You can use [http://library.cityu.edu](http://library.cityu.edu) to directly access the City University Library.
- Some of the Library links to resources are only accessible after successful portal login.

If you are still unable to access Library resources, please use the "**Need Help? Click here**" in the Technical Help Section directly below the login on the Student Portal login page.