On Friday night, September 2nd, at 9 PM CST there will be a changeover to a new Single Sign On (SSO) system. Since these are different servers on a different network there will be a time when you could get to either one. The “Quick Looks” page at the end of this document will give you a visual reference to tell which one you are seeing.

**After 9:30 PM CST on September 2nd:**

If you are seeing the original login page

1. Either your Internet provider or your computer has not detected the name/address changes yet. The simplest way to clear your part of the cache is to reboot your computer. If you do not wish to reboot your computer the advanced instructions to clear just your DNS cache follows, otherwise reboot and skip to step 2:

   Advanced: Windows local DNS cache flush without rebooting:
   a. Close all your browser windows
   b. Click on your Windows “Start” button: or Windows 10’s “Search” button
   c. In the “Search” field type “cmd” without the quotes.
   d. When the search displays “cmd.exe”, right click on it and select “Run as administrator”.
   e. At the prompt type in “ipconfig /flushdns” without the quotes. It should look something like this:

```
C:\Administrator: C:\Windows\System32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (C) 2009 Microsoft Corporation. All rights reserved.
C:\Windows\system32>ipconfig /flushdns
```
   f. Press enter and you should see a message that says “Successfully flushed the DNS Resolver Cache.”
   g. Close the window and open your browser.

   Advanced: Mac local DNS cache flush without rebooting:
   a. Close all your browser windows.
   b. Open a “Terminal” command window.
   c. Please refer to this Apple document since this next part depends on which Mac OS edition you have: [https://support.apple.com/en-us/HT202516](https://support.apple.com/en-us/HT202516)
   d. After executing the command from the above article, close the Terminal window and open your browser.

2. Check which SSO page you see after clearing your DNS cache by using a method in Step 1.
   a. Go to [https://sso.kirkwood.edu](https://sso.kirkwood.edu)
   b. If are seeing the new SSO Login page, you can skip down to: “If you are seeing the new login page”
   c. If you still see the original login screen it means your Internet provider has not updated their records yet.
   d. Your Internet provider, depending on their policy, may take up to 48 hours for them to “see” it.
   e. You will still be able to get to EagleNet and Talon after logging in – Only Office 365 will not be available using the icons.

3. To get to Office 365 if you are on the original SSO website:
   a. Open a browser tab to [https://login.microsoftonline.com/](https://login.microsoftonline.com/)
   b. Enter <your k Number including the lower case"k">@student.kirkwood.edu in the “email or phone” field
   c. Your Kirkwood password in the password field and click “Sign In”
4. To get to EagleNet if your icon does not work:
   a. Open a browser tab to https://eaglenet.kirkwood.edu
   b. In the upper right hand corner click on the “Log In” link
   c. Enter in your k number including the lower case letter k and enter in your Kirkwood password in the password field.

5. To get to Talon if your icon does not work:
   a. Open a browser tab to https://talon.kirkwood.edu
   b. Enter in your K number including the letter K and enter in your Kirkwood password in the password field.

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1. If you are seeing the new login page, your Internet provider and computer have the new address information.

2. All icons should work for you. There is a possibility that the Office 365 icon will present you with an error. If it does, this is because your browser didn’t realize that this is a new application connection and is trying to use the old one. The fix is simple, just clear your browser cache, close your browser, open your browser and log back in. This time it will download and cache the new application version.
   
   a. To clear your IE cache
      1) Select “Tools” (using the Gear Icon) > “Safety” > “Delete browsing history”
      2) You only have to make sure that the temporary files are selected
      3) Click the “Delete” button at the bottom
      4) Close then reopen your browser.
   
   b. To clear your FireFox cache
      1) Click the Menu button and select “Options”
      2) Select the “Advanced” option on the left side
      3) Select the “Network” tab
      4) To the right of “Cached Web Content” click “Clear Now”
      5) You should see your disk space used drop to around 83.0K of space
      6) Close the Options browser tab
c. To clear your Chrome cache
   1) Click the Menu button and select “More tools” then “Clear browsing data…”
   2) You only have to make sure the images and files section is selected:
      
      ![Cached images and files](364 MB)
      
      3) Click “Clear browsing data”
   4) The cache will clear and return you to the “Settings” tab. Close this tab.

d. To clear your Safari cache
   1) Click Safari on your menu bar.
   2) Click “Preferences” tab
   3) Choose the “Privacy” tab
   4) Click “Remove all Website Data…”
   5) Click “Remove Now”
   6) Close the “Preferences” window

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Quick Looks

1. How do I tell which Login Page I am seeing?

Current/Original Login Page
(With several areas of change highlighted in orange):

![Current Login Page](Kirkwood Community College Sign In)

New Login Page
(additional feature highlighted in orange):

![New Login Page](Kirkwood Community College Sign in)
2. How do I tell which application page I am seeing after I login?

Current application page:

New application page (Welcome text above the icons will be gone):