

1. **Are you using a bookmark to go to the gradebook? (If not, please move to step 2)**
Bookmarks can sometimes create this error. Stop using the bookmark to the gradebook, and see if you stop getting the error.
--A bookmark to the main course page should be ok.
2. **Make sure cookies are enabled on your browser.**
"Session Keys" (sesskeys) need cookies enabled to work. See this article to make sure your cookies are enabled:
<https://support.google.com/accounts/answer/61416?hl=en>
3. **Clear your cookies and cache**
Sometimes old cookies or cached data can cause problems with session keys. Use these instructions to clear your cookies and cache:
<https://support.google.com/accounts/answer/32050>
4. **Try a different browser.**
Try using a different browser to see if you still get errors. The best browsers for Moodle are Mozilla FireFox and Google Chrome. Sometimes even these browsers can conflict with Moodle though, since they make updates all the time.
5. **Call our 24/7 Tech Support team.**
If none of the steps above fix your problem, please contact our Tech Support team. They'll be happy to walk you through more options. 800.985.9781

It is best to provide as much of the following information to Tech Support as you can:

- Link to the course where this error happened
- Times/dates you received the error
- What were you doing before you received the error?
- What happened after you received the error?