



UWI

CAVE HILL CAMPUS
BARBADOS, WEST INDIES



Browser Support

Login Guide

The login into CHOL you are now required to use your **network credentials** i.e. Student ID and Myelearning password, e.g. **Username**: Your Student ID e.g. 400001010 and

Password: Network password abcd@1234

Login Support

If you are unable to login, create a new password by going to

<https://reset.cavehill.uwi.edu>

For CHOL login support kindly contact the IT Service Desk

Tel: 417-4191

Email: itservicedesk@cavehill.uwi.edu



Live Chat: <https://app.purechat.com/w/itsd>

Browser Support

The Updated CHOL (<https://www.cavehill.uwi.edu/chol/home.aspx>) is in some ways like a brand new environment. It has its own new perks, and presents its own new challenges. The following are recommended to have the best experience when using the updated CHOL.

Required Browser: Google Chrome (Incognito Mode)


It is recommended that Google Chrome be used in Incognito Mode. To open an incognito window, try the following:

1. On your computer, open Chrome.
2. At the top right, click More  > New Incognito Window.
3. A new window appears. In the top corner, check for the Incognito icon .

If you experience problems logging into updated CHOL, here are some things to try:

1. Clear your browser cache; then close your browser and start a new session.
2. Try an Incognito or private browser session.
3. If it STILL doesn't work – need to check/delete cookies.

To delete cookies:

1. On your computer, open Chrome.
2. At the top right, click More  .
3. Click More tools -> Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.