This guide supports UT Austin Nutritional Sciences students accessing their courses on the edX platform (edX.org).

**First Time Student Access**

1) First, go here: courses.edx.org to make sure you are not already logged into edX.org.

2) If your account username appears in the top right corner, click the down arrow to open the account menu and select **Sign Out**. Then close all browser tabs open to edX pages.

3) Next, go to the master’s student portal at masters.edx.org/utexas/msns.

4) You will be redirected to the UT Austin login page; enter your UT EID and password.

5) The Duo multi-factor authentication page will appear. Select Duo push, call me, or send passcode to authenticate your login credentials.
   a) Note: you will need to have an already-registered device for this step. If this is your first time registering a device with MFA see
Registration Steps for New Users before continuing with these instructions.

Two-factor authorization required.

6) On edX, you will see the following prompt to sign into an edX account or to register for a new edX.org account.

You have successfully signed into UT Austin Enterprise, but your UT Austin Enterprise account does not have a linked edX account. To link your accounts, sign in now using your edX password.

1. 
   a) Login to your edX.org account to link your UT and existing edX.org account
   (or)
   b) Click “Create an Account” if you do not already have one; you will receive an activation link in your email.

7) After completing step a or b, visit masters.edx.org/utexas/msns and log in to access the Student Portal.

8) Upon login, you will be taken to the edX Student Portal that displays the course(s) you are enrolled in for your master’s program. Click on the course name to enter the course on edX.

Troubleshooting
“I am having trouble with the Duo multi-factor authentication.”

You will need to have an already-registered device to complete this process.

- If this is your first time registering a device with MFA see Registration Steps for New Users.
- For instructions on how to register new devices, see this guide on Device Management.
- If you do not have access to your already-registered device, you will need to contact the UT Service Desk to have your identity verified, previous device removed, and your new device registered with the MFA service.

“My UT Austin account is not properly linked to my edX account”.

1. In a new browser tab, visit edx.org to see if you might be logged into edX under a different account, your account username will appear in the top right of your screen. If so, please log out of your edX account from your current browser and any other browsers, including the edX mobile app or mobile web.
2. To log out, click on the down arrow at the top right of your screen next to your edX username and select “Sign Out”. On mobile, click “Logout”.
3. Clear your cached images and files from the browser. (Chrome is the recommended browser.)
4. Once you are completely logged out from edX.org, go to masters.edx.org/utexas/msns and sign into your UT Austin account via the UT Austin login page.

“I accidentally linked the wrong account to my edX account. How do I unlink it?”

Please contact edX support by emailing support-masters@edx.org to resolve this issue. It is very important that you DO NOT DELETE any of your edX accounts. Please do not attempt any further actions without additional guidance from support.

“Why am I seeing an “enroll” button when I access a course or edX content?

Please do not enroll again. Please ensure that you have logged into your UT Austin student account by going to masters.edx.org/utexas/msns to access your Master’s Student Portal. The “enroll” button should no longer appear and you should be able to access the content on edX. If you still see the “enroll” button please contact edX support by emailing support-masters@edx.org.