Troubleshooting Technical Problems

In an online learning program, occasional problems with site access, security, and messaging are unavoidable. To help us resolve such technical problems as quickly as possible and avoid unnecessary frustration, we recommend you follow a few simple troubleshooting guidelines.

The following are some of the more common problems encountered by distance learners, and what steps they should take to resolve them.

If You Can't Access the Site . . .

If you get a message stating that the site cannot be found, make sure you have typed in the site address accurately and completely (http://cgn.westernu.edu). If you are using the Favorites option on your browser to call up the site, select Organize Favorites from the pull-down menu and make sure the address is entered correctly.

If You Can't Log On . . .

If you can access the public site but cannot enter the registered student section, make sure you are typing in your user name and password exactly as it was assigned to you--lowercase letters with no spaces. Make sure that your Caps Lock is NOT on.

If the problems you are experiencing cannot be resolved by using these procedures, e-mail your Webmaster by using the Tech Support form found on the site, or contact Technical Support at the telephone number provided by your program. When leaving a message describing the problem, make sure you include the following information:

• Your full name, user name and password, and semester status in the program
• Your telephone number and a time when you can be reached
• The exact course, module, or page you were trying to access
• The exact wording of any error messages displayed when the problem arose

If you are having trouble using Webmail with XP SP2

Some students cannot use the browser-based Webmail to send or reply to messages when using Windows XP, Service Pack 2. This is because the pop-up blocker is stopping the necessary windows from opening. To resolve this situation, you must add the URL for the WesternU Webmail site to the Allowed Sites list for the Pop-up Blocker. To do this, follow these steps:

1. Open your Web browser
2. On the Tools menu, click Pop-up Blocker, and then click Pop-up Blocker Settings.
3. In the Address of Web site to allow box, type the URL of the Outlook Web Access (Webmail) Web site. This will be http://mail.westernu.edu.
4. Click Add, and then click Close.
5. Completely close your Web browser, then start it again. You should then be able to go to http://mail.westernu.edu and send new messages or reply to existing messages.