

Troubleshooting Student/viewer Issues

If you are having a problem viewing our programs or accessing your account, here are a few suggestions to try.

1. Clear cache and restart the browser.
2. Try a different browser (we like Google Chrome) but there's also Internet Explorer and Fire Fox.
3. Try an Incognito / Private Window (this will rule out an issue with browser extensions)
4. Restart the device.
5. If possible, try a different device.
6. If possible, try a different internet connection.
7. If using Wi-Fi, be sure you have a strong signal.
8. Don't drive while trying to view these programs, other than the obvious reasons, (legal, safety, retention of content,) your cell service provider uses different towers to carry your signal and your connection may be lost.

If you are viewing from a library, or other institution with a hosted server, you may need to contact the IT Department for help.