

# Troubleshooting the Pre-Orientation Module

We work hard to minimize the technical problems, but sometimes issues come up. Here are some problems students have experienced in the past and the best ways to solve them.

## Closed Page

**Problem:** You accidentally closed the browser window.

**Solution:** Go to the website and sign in again, just like you did the first time. The program will continue where you left off.

## Warning Message or Connection Expired Message

**Problem:** Your screen says that the connection expired or a similar warning.

**Solution:** Click the “reload” or “refresh” button.

## Lost Location

**Problem:** The program restarted from the beginning.

**Solution:** Skip up to the part where you left off. The answers you previously provided have been saved, but the server lost the page you were on for network reasons.

*Note:* Some pages may not allow you to advance until a certain amount of time (about 5 seconds) has passed.

## Cannot Connect to Website

**Problem:** You cannot access the page when you go to comingtocollege.org.

**Solution:** Check if you can access another website, like google.com. If not, there is a problem with your Internet connection. If you can connect to google.com, but you cannot connect to comingtocollege.org, wait for a few minutes and try again. You can also try using a different browser (for example, if you are using Firefox, try Chrome or Safari instead). If the connection still does not work, try again later and let your facilitator know what error message you received.

## Images don't load

**Problem:** You don't see some of the images or an article you are directed to read.

**Solution:** Try signing out and signing in using a different browser.

If your issue is still not resolved using one of the solutions above, please promptly inform your facilitator, Courtney Campbell, at [campbeco@up.edu](mailto:campbeco@up.edu).