

Frequently Asked Questions (FAQ)

Ready Set
Go

What you need

Question	Solution	More information
I can not connect to the Internet. What can I do?	First check that your modem is turned on, and is connected to your computer, the restart your computer and re-connect. If still no success. ring your ISP.	Internet Service Provider
I keep getting cut off from the Internet. What can I do?	You may only be able to stay connected to the Internet for a certain time period set by your ISP. Contact your ISP.	Using an Internet Service Provider (ISP)
How do I get an email address?	Obtain one from your ISP or apply to get a free Web based email account.	Email addresses
I can't find the right programs I need for my course. Where should I look?	Check the software section of this guide for links to places on the Web where you can obtain all the general software you will need.	Software
I have lost my password. Can I get it back?	Look for the password reset link, look in help section, contact help desk and have all details handy.	Help Help desk

General skills

Question	Solution	More information
How can I tell if I have a virus?	Symptoms of a computer virus include erratic computer operation, data errors, loss of files and other nasty things.	Viruses

I think I have a virus; what can I do?	Perform a virus scan of your computer.	Viruses
My word processing program keeps freezing, what do I do?	Reinstall your word program from the CD you got with your computer or re-download from the WWW.	
I have saved an assignment on my computer and I can't find it. Is it gone forever?	No, it just might be saved in a hard to get at place. Use your computers' <i>find function</i> to locate and open the file. Then re-save to a new location.	

Email skills

Question	Solution	More information
I can't send or receive any emails	First, you should check to see if your POP3 and SMTP server information have been correctly entered in the settings of your email program. If problem persists, then check to see if your account name and password are correct.	using email
I can't open up an attachment I received via email	You might not have the same software program as the file, or you may have an old version of the software. Ask the sender to identify the software and version used to create the document.	email attachments

Web skills

Question	Solution	More information
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My browser doesn't display Web pages. I receive a message; "A connection with the server could not be established."

This error might display for a number of reasons

- The URL was mistyped or it no longer exists. Try retyping the address.
- You have lost your connection to the Internet. Try reconnecting.
- Your settings in the browser are set for "work offline". Go to *File* and make sure *Work Offline* is NOT checked

[broken links](#)

Why are some sites so slow?

There are many, many reasons why one site could be slower than the other

- Large amounts of Internet traffic.
- Websites with many large graphic files.
- Your phone line might be having interruptions that may seem like a slow site when it's actually your connection.
- The server you are trying to connect to may be too busy, or getting too many requests for the server's connection to the Internet to handle. It may even "timeout" and give you an error.

I can't find what i'm looking for on the Web

Try multiple search engines and read the help pages for each search engine you try.

[searching the WWW](#)

Discussion skills

Question	Solution	More information
I can't subscribe to a mailing list	Most lists are administered by robots so you have to check your spelling very carefully. Make sure you have your signature turned off when trying to subscribe as this can interfere with the request.	mailing lists
I've posted to a forum but now want to delete it	Look for a delete button in the main forum window. If one is not found, you can email your learning facilitator to delete the post for you.	forums
No one is ever in my class chat room.	Check to see if there is a designated time set for class chats and check the address of the chat room.	chat rooms