

Lumen's Trouble Shooting Help

by Chris Crites

Choose an error topic and follow the flow chart to diagnosis your problem

I. PRINTING

A. Computer Freezes or blank screen

1. Your computer needs to be updated. Update ADOBE Acrobat to 8.0 at...

<http://www.pdf-2007.com/index.asp?PID=39148191-2fb8-4e71-8031-4ba6b636e894>

B. Nothing Happens

1. Check in the upper left hand browser bar - Do you see Mozilla FIRE FOX?

- a. If So, you need to allow pop ups for the Lumen's website.

- (1) To Unblock Pop ups go to TOOLS - OPTIONS - CONTENT - UNcheck Block Pop Ups Or to just unblock

- Lumen's site on the right click allowed sites and type in the Lumen's website address in the box - select apply

C. Printing reports

1. Open Office

- a. For office and food service personnel this application must be downloaded - it is on the server or you may go on-line to download it on your computer.

- (1) Go here to download Open Office <http://www.openoffice.org/>

2. PDF? CSV?

- a. You will want to select PDF or print preview then pdf

II. INSTRUCTOR SUITE

A. Cannot see all of my students

1. Check to make certain you are logged in to the correct building

- a. Contact the counselor for scheduling issues

- B. All of my hours or courses are not showing up**
 - 1. These are scheduling issues that must be handled by the counselor**
- C. Error message "Access Denied"**
 - 1. Contact your Tech Coord for application questions**

III. GENERAL

ISSUES

- A. IM**
 - 1. Buzzer doesn't work**
 - a. FLASH must be installed on your computer**
 - 2. Can't see messages**
 - a. OOPS - you're not in FIREFOX**
 - 3. Doesn't appear on desk top**
 - a. Go to the EZSTART Application Menu to find it**
 - (1) If it is not there contact your tech coord.**
- B. I keep getting kicked out!**
 - 1. Check Browser - Humor me - check for FIREFOX in top left**
 - a. Every 45 minutes you will have to log back in**
- C. Page Expires, other similar messages**
 - 1. ALL due to browser error**
- D. I can't see all menu options**
 - 1. adjust the resolution on your desktop settings**
 - a. Right Click on your computer's desktop -Go to Properties - Go to the Settings Tab- Select a higher screen resolution setting**

IV. LOG IN

- A. MESSAGE: "Log In Unsuccessful"**
 - 1. Did you type in the correct building location number?**

a. Did you type in the correct user name and password?

(1) Make sure that you are not using spaces

(2) Check CAPS lock

(a)

Retype your password

i) Did you forget your password?Not Sure?

(1) you must very nicely contact your tech coord. who will happily supply a replacement password

B. Forgot your Password