

Technology Troubleshooting: What to do if it doesn't work!

There are some basic things you can try if you are having difficulties with accessing the online platform or making parts of the program work. If these things don't work, please email me! hello@rebeccamezoff.com

This platform works well on PC and Mac computer systems as well as iPads. The one thing that doesn't work on iPad is attaching a photo to a discussion question. For that you'll need to use your computer.

There are so many different computer systems out there that it is difficult to troubleshoot all of them, but here are some basic recommendations that work for most problems.

1. **Accessing Pathwright:** Save that initial email you received when you registered. The link is useful to get back into the class if you forget how to do it. Also write down the password you created! If you don't have the email, use this link: <https://rebeccamezoff.pathwright.com>. You can bookmark the course site and have your browser save your password. Remember that if you clear your cache, your browser will forget this information.
2. **Reboot:** Sometimes your computer just needs a little wake-up call. I tend to leave my running for many days in a row and things build up! Scripts can be running that you don't know about, etc. So shut it down and restart and that will solve many problems.
3. **Browsers:** The best browser for Pathwright is Google Chrome. Most students seem to do well with Mozilla Firefox or Safari. Updating older versions of these browsers is advised. Sometimes things don't work because you have neglected to do browser updates. Chrome and Firefox are free downloads and may solve any technology problems you're having.
4. **Clear your cache:** Your computer sweeps up bits of this and that and they can clog the works. I don't like to clear my cache as it makes things load slower for awhile and forgets my passwords. Do this if other things aren't working. If you google "how to clear your browser cache" with the specific browser you use (Chrome is recommended, or Firefox, then Safari, and lastly Internet Explorer or any others).
5. **Your internet speed:** If you can't stream video because you have dial-up internet, this course isn't for you. You need a fast enough internet connection to watch video. If you can watch basic YouTube videos or things like Netflix, you're probably going to be okay. That said, there are times when the internet gets slow for whatever reason and if your videos aren't playing, you might want to check your bandwidth. Also, turn off the HD (high definition) feature of the videos. They won't look as good, but they'll play better. If it is a consistent problem, call your internet provider. You can do a speed test to see if your

internet is running at the speed you're paying for.

6. **Try a different device:** If your computer just isn't working and you've tried the things above, perhaps try someone else's computer or your iPad. That will tell you if it is that particular machine or if it is something else.
7. **Time to load videos:** Sometimes you have to give the video a little time to load, especially if your internet connection is borderline fast enough. This is called buffering (or the spinning wheel of death if it never stops). If you start to play a video and it does that thing where the wheel comes up and just spins, try pushing pause on the video and letting the video load. There should be a little gray bar that goes across the bottom of the video as this happens. Wait until it is at least partway across before pushing play again.
8. **A glass of wine:** Sometimes when I am so frustrated by technology issues that I find myself swearing under my breath a little, walking away and enjoying a little glass of wine or a walk. It can make a big difference! Perhaps push RESTART before you walk away. Your computer will have a new perspective when you come back.
9. **Email me:** If you've tried all of the above and it isn't working, please let me know! There might be something weird going on or something I can help with. Also please let me know right away if you're having difficulty with a PDF or any links. I can fix those.