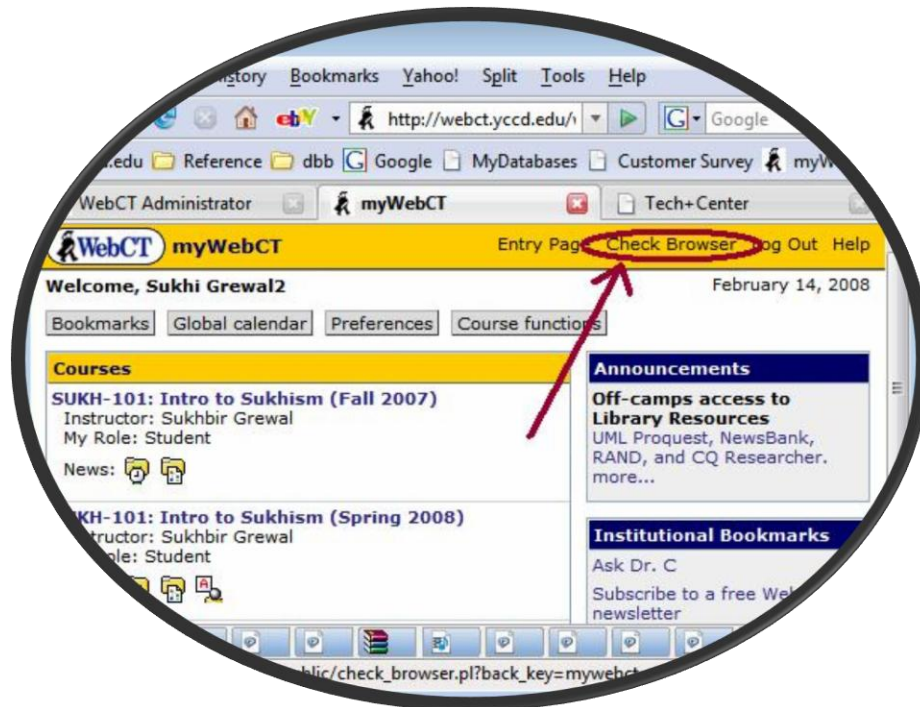


## WebCT FAQ Section

**Problem:** A student gets kicked off of WebCT at random times on random tools (such as during discussion, while testing, etc.)

**Possible causes and their solutions:**

- 1) Students web browser/browser-plug-in is not supported by WebCT
  - a. Student needs to login to WebCT and click on 'Check Browser' (located on upper right corner of screen see figure1 below) to see if the browser is supported by WebCT.



- 2) Students Computer is infected with spyware
  - a. Student needs to download and install anti spyware software on their computer and then run it to detect and clean spyware from computer.
  - b. Our recommendation: SpySweeper by Webroot or Spybot (freeware)
- 3) Some Anti Virus programs do live deletions of cookies
  - a. Students need to add '<http://webct.yccd.edu>' and/or '207.62.206.14' to their trusted website list.
- 4) The system clock on students computer needs to be updated.
  - a. Students need to verify the date and time on their computer.