

11. I receive this error message: *“There was an internal problem.”*

Assuming you have entered the correct login ID and password, and you are still getting the *“internal problem”* error, try these solutions:

- **Solution 1** – Ensure that you are not bookmarking the login page. It is strongly recommended that you bookmark WNMU’s home page (www.wnmu.edu) that contains the link to the login page.
- **Solution 2** – Clear your browser's cache and history. For example, in **Internet Explorer**, go to the **Tools** menu, then **Internet Options**. Click **Delete Files** - including **offline content**. Then click **Delete Cookies**. Finally, click **Settings** and under 'Check for newer versions of stored pages,' select **Every visit to the page**. Click OK.
- **Solution 3** – **Ensure that your browser is not blocking cookies**. In Windows XP, go to **Start > Control Panel** and click on **Internet Options**. In the window that opens, select the **Security** tab and check that the Security Level is **Medium** or lower. In the same window, select the **Privacy** tab and also check that the Privacy Level is **Medium** or lower.

If you are still getting this error, there is a good possibility that either you are typing in your password incorrectly (**make sure CAPS LOCK is OFF**), your password has expired, or you just had your password changed or reset but it has not taken effect in the online course system yet. If the latter is the case, please wait up to 30 minutes after the change was made before seeking additional help.

If you need additional help, please contact the WNMU Help Desk at helpdesk@wnmu.edu or 575.574.4357.