

9. Why do my browser's *Back*, *Forward*, and *Refresh* buttons not work in my online courses?

Explanation: This is not unusual behavior. The browser's **Back**, **Forward**, and **Refresh** buttons are not always reliable. For example, the **Back** button may redirect you to a different page, or not do anything at all, depending on the browser. Clicking the **Back** button will often get you a cached (old) page and thus should not be relied upon. Clicking the **Refresh** button typically takes you back to the MyWNMU home page.

Remedy: If the browser does strange things after you click on these buttons, close and re-open the browser and login again. Only use the navigation controls available *inside your online course*, which, like many web-based applications, deliver fresh content dynamically.

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