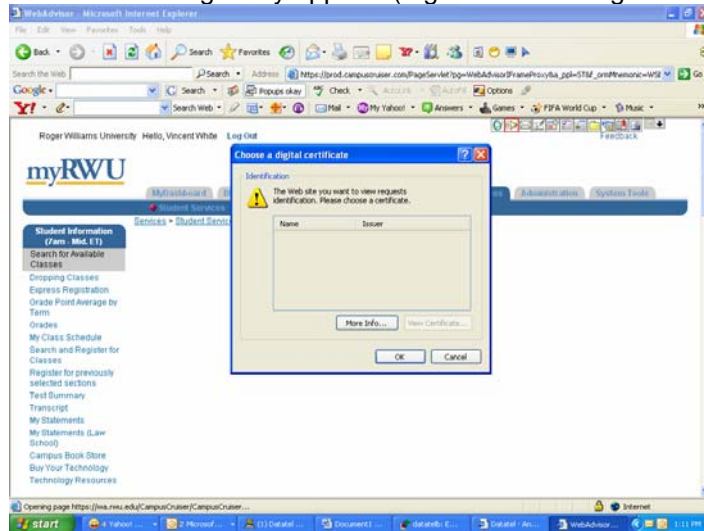


Help with myRWU Services Tab

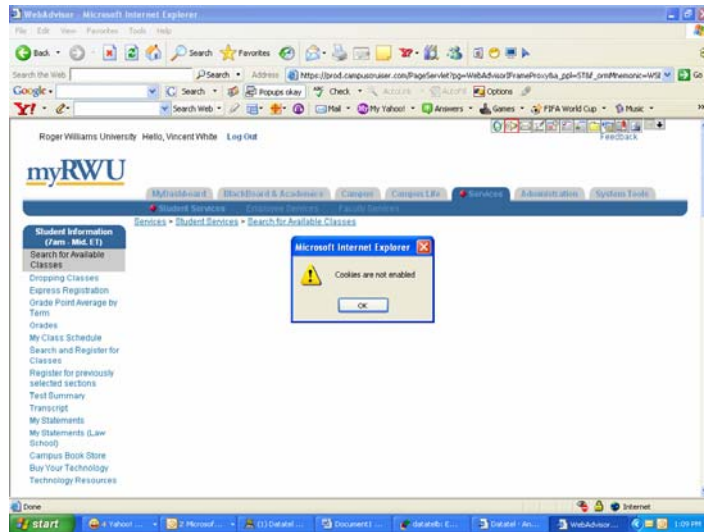
Two of the technical issues might be encountered when using the Services Tab are described below.

Issue One: “Choose a digital certificate” message may appear. (Fig.1 Choose a digital certificate Message)

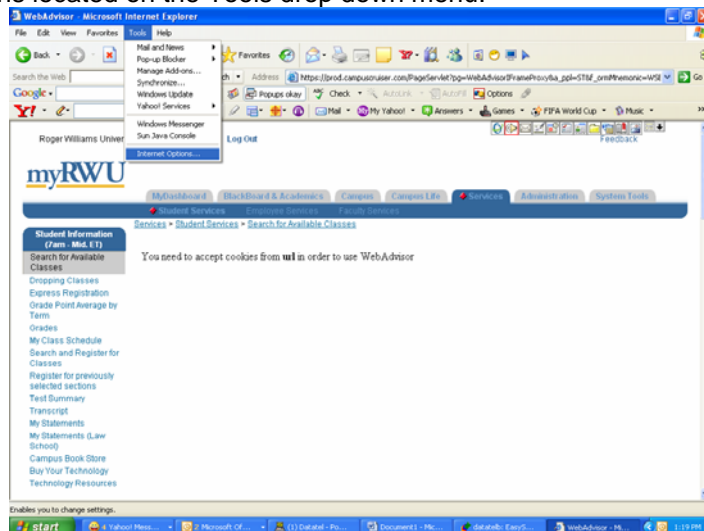


The “Choose a digital certificate” dialog box may appear when attempting to use the menu options in the Services Tab. Click okay and myRWU will allow the user to continue.

Issue Two: Cookies are not enabled message. Four steps need to be taken to resolve issue. (Fig.2 Cookies are not enabled message.)

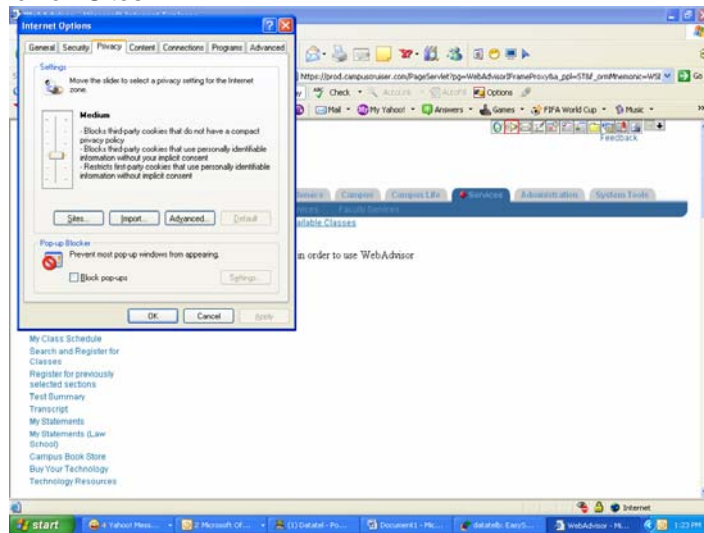


Step 1: Click on Internet Options located on the Tools drop down menu.

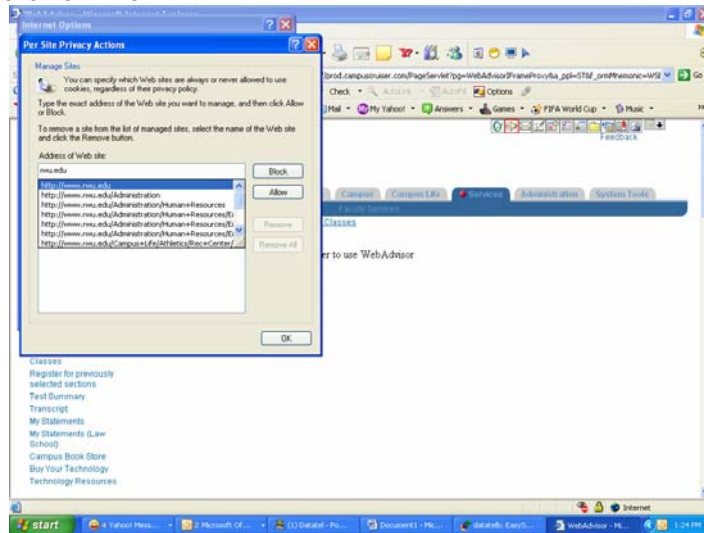


Help with myRWU Services Tab

Step 2: Click on Privacy then click on Sites.



Step 3: Add rwu.edu and then click on Allow.



Step 4: Click on OK. Close browser, open new browser instance and log into mRWU.

