

Josée Sansoucy

Subject: What to do if my access doesn't work [lime survey via explorer internet]

Below are alternative fixes if we experiences any glitch while using “explorer internet”. These have been proposed by Scott Chisholm (IT) last fall and I personally put in practice the solution under A. and it works A+, since!

Dear participants,

The instructions below are proposed by IT, and I applied them as a “fix” to a recurrent problem with **Explorer internet browser** (i.e. not allowing to access particular links). If you do, please try the following:

A: First it is best that you close all your browsers.

(1)
Do a disk cleanup. It will clean (clear-out) all temporary internet files. On my work-computer it has been “preprogrammed” it to be done every Monday.

Step by Step:

Click the start button and select “All Programs”

Go to “Accessories”

Go to “System Tools”

Pick “Disk Cleanup”

Shorter access-way

In the search bar (of the start button), type: Disk; pick “disk cleanup”

B: Internet Explorer must be opened

(2a)
Restore Explorer internet advanced settings (i.e. reset them back)

Step by Step:

i. Select the tab “Tools”

ii. Go to “Internet Options”

iii. Select the tab “Advanced”

iv. Click on button “Restore advanced settings”

C: As last resource, attempt to “reset”

(2b)
v. Click on button “Reset”

vi. It asks for a confirmation: *Leave the box “personal setting” unchecked*

If you put them in practice, **please tell me how it go.** We (IT especially) are extremely interested to hear all outcomes. I want to emphasis on the fact that we have alternatives should your online test go wrong!

Yours,



Josée Sansoucy | Secretary (EHS) | **McGill University** | 3610 McTavish, 4th Floor | F: 514.398.8047 |

<http://www.mcgill.ca/ehs>

☎ [514-398-4563](tel:514-398-4563)

✉ josee.sansoucy@mcgill.ca

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