

General Troubleshooting

If you are having issues accessing your course materials, or e-text in your Canvas course/courses, please try the following general troubleshooting tips:

- **Make sure pop-up blockers are disabled** ([Chrome](#), [Firefox](#)) - Often course materials open in a new window. If a pop-up blocker is enabled, it may cause the material to be blocked.
- **Give a different web browser a try** - [Chrome](#) or [Firefox](#) are recommended for accessing course materials, or e-text. Safari and Edge don't always work well, if at all.
- **Clear your web browser cache** ([Chrome](#), [Firefox](#)) - Cache should be cleared regularly to increase the performance of your device, and to reset any site data.
- **Canvas App** - If you are using the Canvas App, and having issues, make sure your default web browser on your device is set to Chrome ([iPhone/iPad](#), [Android](#)) or Firefox ([iPhone/iPad](#), [Android](#)). Access the materials from Canvas directly: <https://otc.instructure.com/> or through MyOTC.
- **Use another device** - Sometimes the device is the issue. Test out another!

If after trying ALL options listed above, course materials remain unavailable, please **contact your instructor**.

Additional Resources

[Pearson Browser Check](#)

[McGraw-Hill Connect System Check](#)

[Cengage/Mindtap Browser Setting Checklist](#)

[Cengage/Mindtap System Check](#)

[Publisher Resources](#)

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