

# 5 Strategies for Fixing Technology Problems



Understanding how to fix common problems is an essential part of being an online student. Here are strategies to help you find the answers you need.

There are a couple things you can do that will solve a lot of problems you run into:

- **Update your browser**, or try a different internet browser - you can use <https://updatemybrowser.org> to update your internet browser, or install a new one.
- #1**
- **Clear your cache** and restart your internet browser:
    - [How do I clear my browser cache on a Mac?](#)
    - [How do I clear my browser cache on a PC?](#)
  - If all else fails, **restart your computer**

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Look through the [CDLI Help Center Student Tutorials](#)

- #2** **Tip:** *click the [Browse Canvas Student Guide](#) and then use Ctrl+F to search the page for keywords to quickly find information about the functionality of a specific Canvas tool*

- #3** **Contact Canvas Support** - if you can't find answer in the help guides, click the **Help** link in the left-hand sidebar of Canvas to call the 24/7 Canvas Support Hotline, or to receive real-time assistance from a specialist on the text chat support line.

*24/7 support for all things Canvas!*

- #4** **Google it** – doing an online search is a great way to find help. Often, using a search engine will bring you right to the solution in the help guide or an online forum that is discussing your question.

- #5** **Ask a friend** or family member that is good with computers. Even if they have never used the application you need help with, they might have an idea of how to answer your question.

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*If you have a technology problem that can't be immediately solved, make sure to **let your instructor know** right away.*