Troubleshooting and FAQs

How do I login to eLearning?

Go to the login page (link on the right), and enter your EagleNet ID (example: k0001234) for the Login ID and your EagleNet password for the password.

What if I don’t have my EagleNet ID and Password?

Visit or call the One Stop office (216 Kirkwood Hall, 319-398-5635 or 800-332-2055 x5635) to obtain your EagleNet ID. Alternatively, fill out the online form to have your EagleNet ID (k#) emailed to your address on file. Go to the password page to establish or reset your password.

What if I see “Account Disabled” when I try to login?

If you see the Account Disabled message when trying to login to eLearning, please check the following solutions.

When is the start date for the class? You cannot login to the Angel site unless you have a current course in the Angel system. Example: If you have a class that starts mid-term, you will not be able to access this course in Angel until closer to this date. You may not be able to login until the first day of class.

Are you currently registered for a class that uses Angel? If you are not sure, contact your instructor for confirmation.

Please contact the eLearning Help Desk for further instructions if required.
What if I don’t see my course?
There may be a couple reasons your course is not showing. Check to make sure the class has actually started. Most courses will not be available until the start date of the class, or when the instructor sets the start date.

It takes about 2 hours after you register to be added into the online course roster -- you might just need to wait a bit.

From time to time, students sign up for a face-to-face course that does not use the eLearning system -- double check your registration.

Still another explanation is you were de-registered due to non-payment or non-participation -- talk to the department or your instructor.

If you have not taken the new online student quiz for your first ONLINE course, your class will not show. Please go to Online-quiz to watch the video, and then take the short quiz after-words. You will have access to your course within 12 hours (2-3 hours during business hours).

Please contact the eLearning Help Desk for further instructions if required.

Why can’t I type in the textboxes?
Check if you are using a supported browser. This is a common issue with Internet Explorer 11, which is currently not supported. Currently, the only supported browsers are Internet Explorer (10 and below), Firefox, Chrome, and Safari.

Help! The Page Won’t Display!
Security Warnings and Mixed Content in ANGEL

I. Internet Explorer

If you see the following message in Internet Explorer:

![Security Warning Message]

Clicking “No” will allow you to view the content. You will need to choose no everytime this message pops up. By clicking “yes”, you will likely see this message when clicking on a link:
To no longer see either of the above messages, you will need to adjust your browser settings to enable mixed content. Follow the step-by-step directions below.

1. Click Tools and Internet Options
2. Click the Security tab and then click Custom Level
3. Scroll down about half way until you see Display Mixed Content. Change that to enable.
4. Click OK to save.

II. Chrome

If you click on a link and see a blank screen it is likely that mixed content has been blocked. Follow the step-by-step directions below to adjust these settings:

1. Click on the shield icon next to the address bar.
2. Choose “Load unsafe Script”
3. You will be directed back to your personal homepage. Click on your class again and any links that were showing a blank screen will now show content. **Please note you may have to do this each time you login to ANGEL.**

III. Firefox

If content does not display, you will need to enable it. You’ll know there is a mixed content issue if you see the dual-color shield in the address bar:
To enable mixed content:

1. Click on the dual-color shield icon next to the address (see above).
2. Click the arrow to open the menu and choose “Disable protection on this page” (see below).
3. You will be re-directed to the course homepage and the content will now display. Please note you will probably need to perform these steps each time you login to the course.

---

**What is the New Online Student Quiz?**

All new online students are required to complete a video and quiz before they will have access to their online courses. Once this is completed, you will have access to your course in 24 hours on weekdays, and 72 hours on weekends. You will see a link to the video and quiz when you login to ANGEL. Or, you can use the following link:

http://www.kirkwood.edu/online

---

**Can I use a mobile device?**

Mobile devices are not supported for Angel. Please use a PC or MAC computer for the course(s) you are in. Even if you have a supported browser on your mobile device, such as Chrome or Safari, the mobile versions are not currently supported.

---

**How do I take a screenshot?**

This is a handy little tip if you are seeing something the instructor does not see, you can send a “Screenshot” to the instructor. It can then be determined how the issue can be resolved, either thru the instructor or eLearning Help Desk. These are the instructions for taking a screen shot, (a picture) of what is on your screen that allows the instructor to see exactly what you see on your desktop screen.
How do I set up my browser?
Please use the following link to find the instructions to set up your browser for use with Angel. “Set Up Your Browser”, locate the browser you are using and follow the instructions.

What if my username or password is wrong?
Wrong Username or Password: Is your password at least 6 months old, has it expired? If so please go to EagleNet and establish a new password. Passwords must be at least six characters, a maximum of nine characters, contain one number, one lowercase letter and one uppercase letter. You can't reuse a password. Your password may not contain any part of your name or k number. Make sure you choose a password that you haven't used before. Please do not copy and paste your knumber into the field and always use a lower case “k” with the number unless otherwise specified.

What do I do if my browser keeps asking me to reauthenticate?
A. If you have been typing for 90 minutes without clicking a button or save (if available) you will automatically be timed out of the system.

B. You can log back into Angel.
   If you are logged into Angel and get a “re-authenticate” message after you have just logged in and clicked a link use the following instructions to resolve the issue:

Clearing Your Browser Cache and Cookies:

Internet Explorer - In Internet Explorer 8 click the tools dropdown, and then click Internet Options. The Internet Options dialogue will appear. On the General Tab under Browsing history click the "Delete..." button. Make sure "Temporary Internet files" and "Cookies" are selected and press "Delete."
Firefox - In Firefox click the Options menu, and then select Options. The Options dialogue will appear. In the Privacy section in the History section, choose from the dropdown "Use custom settings for history." Make sure that accept third-party cookies is not checked. The dropdown Keep until: choose "I close Firefox". Check the box "Clear history when Firefox closes". Click OK. Restart Firefox.

Google Chrome - In Chrome, you will press Customize and Control button to bring up the options. Select the option that says "History." Click on the button that says "Clear all browsing data..." In the dropdown, select "the beginning of time" Make sure that "Empty the cache" and "Delete cookies and other site and plug-in data" are selected. Click the button "Clear browsing data." Close the Settings tab.

Safari - On a Macintosh, from the Safari menu, select Reset Safari.

Safari - On a Windows PC, from the Actions pull-down menu that looks like a gear, select Reset Safari. Note: This option is also under the Edit menu.
- In the Reset Safari dialog box, select the Empty the cache and Remove all cookies checkboxes.
- Click Reset.

To clear the Java Plug-in cache after you have completed browser clean-up:

1. Click Start > Control Panel.
2. Double-click the Java icon in the control panel.
   The Java Control Panel appears.
3. Click Settings under Temporary Internet Files.
   The Temporary Files Settings dialog box appears.
4. Click Delete Files.
   The Delete Temporary Files dialog box appears.
5. Click OK on Delete Temporary Files window. Note: This deletes all the Downloaded Applications and Applets from the cache.
6. Click OK on Temporary Files Settings window. Note: If you want to delete a specific application and applet from the cache, click on View Application and View Applet options respectively.
7. Re-start the computer.
8. Please contact the eLearning Help Desk for further instructions if required.