Unable to connect to a specific website/blog

Rick - 2018-08-13 - Comments (0) - Network Issues

If you are unable to connect to a specific website/blog please try the following steps:

1. Verify you have the right URL

2. If you are using a bookmark please open a new web tab or an incognito window and type in the URL

3. Clear the cookies and cache in your browser https://ithelp.brown.edu/kb/articles/795

4. Try to access the site in a different web browser.

If the website/blog is still inaccessible please submit a service request via email help@brown.edu or visit https://ithelp.brown.edu/new-ticket

Please provide the following information.

Your Brown Username

Url of website/blog

Blog owner

List troubleshooting steps (Steps 1-3 above)