



iCAMPUS

Technical Support FAQs

Sometimes technology just doesn't want to cooperate. If you're currently experiencing any technical issues on iCampus, check out the FAQs below for some basic troubleshooting tips. If you still need assistance, follow the link at the end to let us know. We're here to help!

Q. What should my first response be to any technical issue?

A. Three great first steps to resolve any tech issue are: 1) Refresh the page, 2) Double-check your internet connection, and 3) Try using a different web browser. Nine times out of ten, one of those steps will do the trick!

Q. What does "refreshing" a page mean and how do I do it?

A. To "refresh" a web page simply means to load it again. You can do this by pressing the F5 button on your keyboard or by clicking the  symbol at the top of the screen.

Q. How do I download a different web browser?

A. Click these links and follow the accompanying directions to download [Chrome](#), [Firefox](#), or [Opera](#).

Q. What's a good way to prevent most tech issues from occurring in the first place?

A. Make sure your web browser, Flash Player, and Java are all up to date prior to serving. You can verify that you have the latest version of your preferred browser using these links: [Internet Explorer](#), [Chrome](#), [Safari](#), [Firefox](#), & [Opera](#). Click [here](#) to check Flash Player and here to check [Java](#).

Q. What do I do if the video suddenly stops playing?

A. If the video stops, refresh the page (see above). In some browsers, you may also need to click inside the video player to restart the video.

Q. My chat window is now in another language. How can I change it back to English?

A. Click  at the top of the chat window—this will default the chat to the language you’re currently using in your messages. Refresh if needed (see above).

Q. What are those little hearts and icons scrolling across the screen? Can I turn them off?

A. You are seeing reactions, or “likes,” from other viewers as they watch the service. If you would like this feature to be off, click on the three dots in the right corner of the video player and select ‘hide reactions.’

Q. Why isn’t my login working?

First, make sure your password is correct (be sure your caps lock is not on) and your email address is typed correctly. You are using the email address you used to register your account. Use the “Forgot Password” link, perhaps your email address is already in our system and we can reset it for you!

Q. Why isn't my sound working?

The video stream defaults to volume turned off. In order to get the sound, hover over the video feed and click the volume icon in the bottom left corner of the video feed to turn it up.