CougarTrack Troubleshooting – Google Chrome

If you are having difficulty accessing pages in CougarTrack, please read through the following information and make any applicable changes to your computer.

Set Columbia College as a Trusted Site and set security settings to the default level.

Google Chrome pulls certain information from your computer’s internet settings to determine trusted sites and default security levels. To add Columbia College sites to your list of trusted Web sites in Google Chrome, and set the default security level for Trusted Sites, do the following:

- Click Start, and select Control Panel
- Change the view to small icons and select Internet Options (See below)
- Click the **Security** tab. Under the heading **Security level for this zone**, make sure it is set to **low**.
- If it is not set to low, click the **default level** button. The setting will change to **low** which is the default level for trusted sites. *(see image below)*

![Internet Options](https://example.com/image.png)

- Next, highlight the **Trusted Sites** icon (if it isn't already), then click the **Sites** button.
- Under the heading **Add this Web site to the zone** type the following entry exactly as shown below, then click the **Add** button.

  ```
  https://*.ccis.edu
  ```

  *(See image below)*
Click the OK button, then click OK again to close the Internet Options dialog box.

Check to make sure that Cookies are enabled.
To enable Cookies:

- Open Google Chrome
- Click the Wrench icon in the top-right corner, and select Settings (see below)
- Make sure the **Settings** tab on the left is selected.
- On the bottom, click **Show Advanced Settings**
- In the Privacy section, click **Content Settings**
- In the Cookies section, select **Allow local data to be set**
  
  *(See image below)*
When finished, click the X in the top-right corner.

Check to make sure that Java is enabled.
Java is an advanced programming environment that allows you to run additional software inside your web browser. By default, Java is generally enabled, but you can easily verify it by following these steps:

- Open Google Chrome
- Click the **Wrench** icon in the top-right corner, and select **Settings**
- Make sure the **Settings** tab is selected
- If you do not see the Privacy section, click **Show Advanced Settings** on the bottom of the page.
- In the Privacy section, click **Content Settings**
- In the Javascript section, make sure “**Allow all sites to run Javascript**” is selected

(See image below)
Once finished, click the X in the top-right corner

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**Set to allow pop-up windows from Columbia College websites.**

Several legitimate webpages on Columbia College websites contain pop-up windows.

Google Chrome allows you to prevent most pop-up windows from appearing over pages you want to view while you’re using the Internet.

To change Pop-up Blocker settings follow these steps:

- Open Google Chrome
- Click the **Wrench** icon in the top-right corner, and select **Settings**
- Make sure the **Settings** tab is selected
- If you do not see the Privacy section, click **Show Advanced Settings** on the bottom of the page.
- In the Privacy section, click **Content Settings**
- In the pop-ups section, click **Manage exceptions** to allow pop-ups from Columbia College’s web site (see below)

**Pop-up Exceptions**

<table>
<thead>
<tr>
<th>Hostname Pattern</th>
<th>Behavior</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.ccis.edu">www.ccis.edu</a></td>
<td>Allow</td>
</tr>
</tbody>
</table>

- Type **www.ccis.edu** under Hostname Pattern, make sure **Allow** is selected beneath Behavior, and hit enter to allow pop-ups from Columbia College.
- When finished, click the X in the top-right to close this window.
Check the configuration of your personal firewall.
If you are using a third-party Internet security, firewall, or cookie blocking program, contact the manufacturer of the program for information about how to enable scripting, ActiveX controls, cookies, Java applets, and HTTP referral information.
*Note: Certain versions of Norton Anti-Virus have an integrated firewall, which is turned on by default when you install the product.*

Make sure your computer is free of viruses and spyware.
There are several viruses and spyware that cause the internet browsers to fail when accessing secure sites. Though Columbia College’s Technology Solutions Center service level agreement limits our ability to work on personal laptops, we are able offer assistance and alternatives for resolving issues. Below is some general information that you may follow at your own discretion.

**Viruses:** Use virus protection software such as Norton Antivirus or AVG, or Microsoft Security Essentials. Note that you must also update your virus definitions, usually on a weekly basis in order to keep your virus protection up-to-date.

**Malware:** Ensure malware protection (such as Malwarebytes) is installed and ran on a regular basis.

If you have problems accessing a website using Google Chrome, try another internet browser such as Internet Explorer or Mozilla Firefox.