

## Computer Frequently Asked Questions

### 1. I cannot access Bartonline on campus. What should I do?

*Answer: If you are having issues accessing Bartonline on campus, try switching to another browser. If access issues persist, go to: <http://bartonline.org/student-services/it-help>.*

### 2. I can't open a link or a file from my online course. What's wrong?

*Answer: Look in your downloads folder or right click on the link and choose "save as" for options on where to save the file and what type of file it is, so you know what to open it with. Most files download, but do not open automatically. If the file still has difficulties, contact the instructor.*

### 3. I saved my work to this computer yesterday, but it's gone today. What happened?

*Answer: Campus computers are wiped when the computer is restarted. Be sure to save your documents to a flash drive or to a trusted cloud tool e.g. Google Docs, OneDrive or email the document to yourself.*



### 4. Can I print something from my own device?

*Answer: If you are in the library you may be able to, ask for assistance. Otherwise no, not to college printers.*

### 5. I can't seem to print, what's happening?

*Answer: If you can't print a file, you may need to allow editing (yellow bar will appear at the top of the file). You also need to ensure your printer settings are correct and your document is being sent to the right location. If printing from an online source, try another browser. If this doesn't work, ask for assistance.*

### 6. I am trying to view a video in my course shell, but I am unable to open it and view it. What do I do?

*Answer: This is usually indicated by a  shield or an  information icon on the browsers address bar. If you click on that icon, you can allow it. If it's just a big blank space, you should try a different browser. The preferred browsers are Firefox and Chrome.*

### 7. I am trying to print, but the computer states it is not connected to a printer. What do I need to do?

*Answer: Make sure you save your work to a flash drive or email the document to yourself and then ask for assistance.*

**8. The computer is shutting down/or has shut down. Why?**

*Answer: The library computers automatically begin to shut down 5 minutes before the library closes. A two minute warning is given. Make sure you save your work frequently. Reminder: library computers get wiped clean every night.*

**9. I am trying to print my test results. I am using Respondus (lockdown browser). But I can't print. Why?**

*Answer: The purpose of lockdown browser is exam security, printing an exam (or even the results) would be an academic violation.*

**10. I am trying to print, it won't let me? I am trying to print in color, but it won't let me.**

*Answer: Printing in the library requires a code. The code to print in black is embedded. Color printing is only for educational use; your homework assignment will need to say "print in color" before library staff will release the print job. See the instructions at the computer for assistance or ask library staff.*

**11. I am trying to use the library's resources (databases) from the Barton Portal, but it is asking me to log in. Why?**

*Answer: If you are off-campus you may be prompted to use a username/password to access these resources. The library provides students with the username/password via the Mobile Access Guide. It can be found in your portal account just click on the "Library Resources" tab; the link is in the middle in red.*