

# Are you having trouble logging in?

If you are having trouble logging in to The Study Centre, please read this document. It may help you to log in successfully.

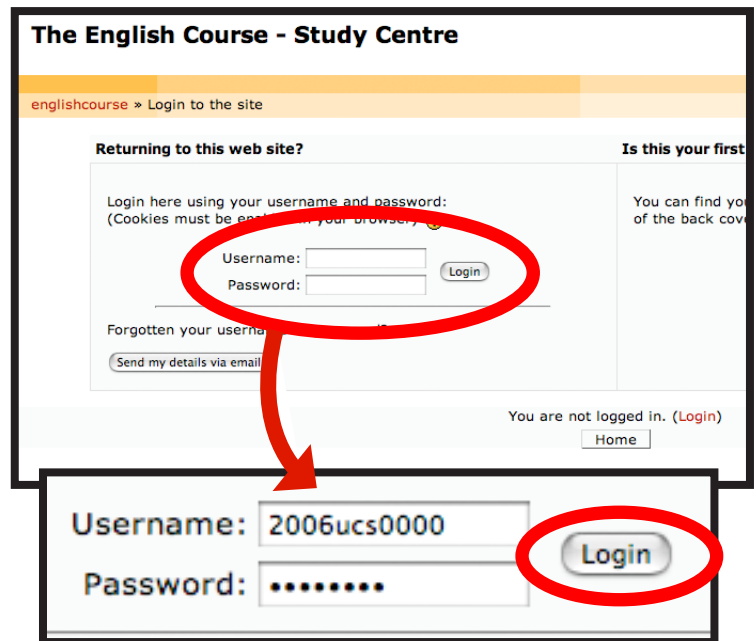
Sometimes (especially if you are working on a computer at a university or college), you might have trouble logging in to The Study Centre. For example, when you enter your username and password, you may see the Login page repeatedly. We think, but are not sure, that this phenomenon only happens when using computers that run using the Windows operating system and use Internet Explorer web browser software.

## Step One

The first stage in sorting out your login problem is to try to login and carefully observe the results of your login attempt. Please follow these steps:

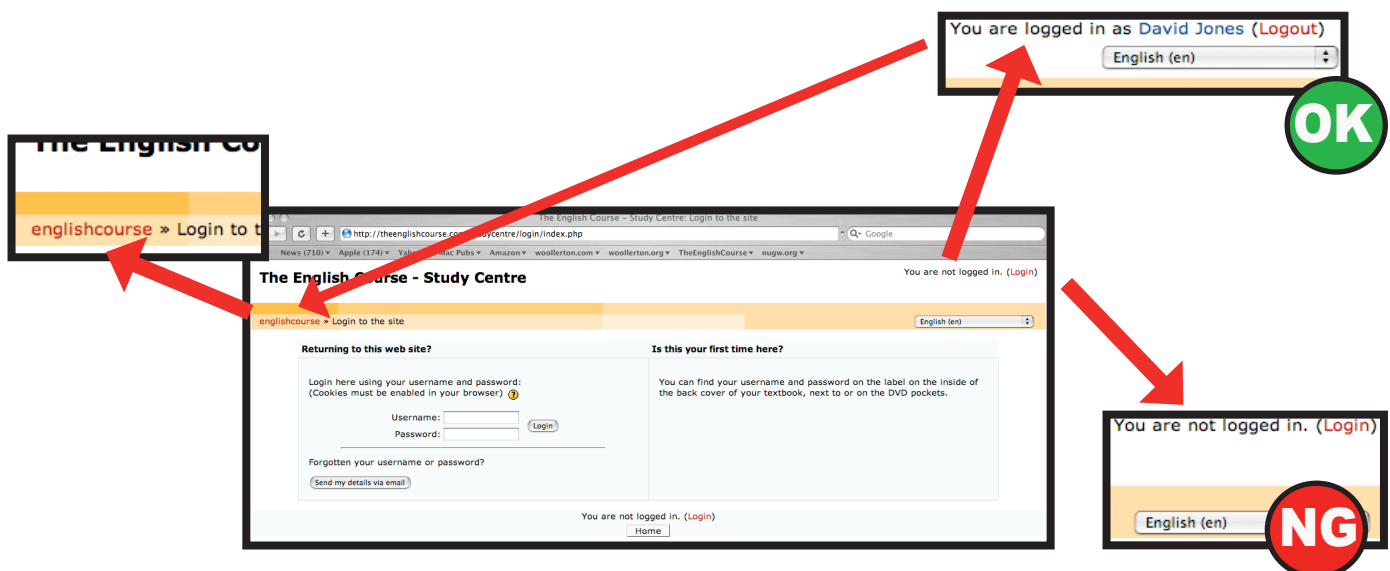
Enter your username and password exactly as it appears on the label in the back of your textbook. Be sure that you enter capital letters as capital letters and lowercase letters as lowercase letters. Make sure you don't mistake numbers for letters. For example, the lowercase letter 'l' looks similar to a number '1' [one] and the capital letter 'O' looks similar to a number '0' [zero].

If you are in doubt about your password, please send an email to [admin@theenglishcourse.com](mailto:admin@theenglishcourse.com). Make sure you include your name, the name of your university/college/school, your password and what you think your password is in the email.

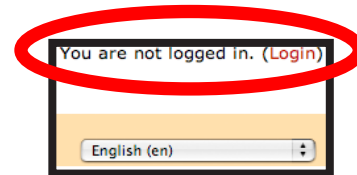


## Step Two

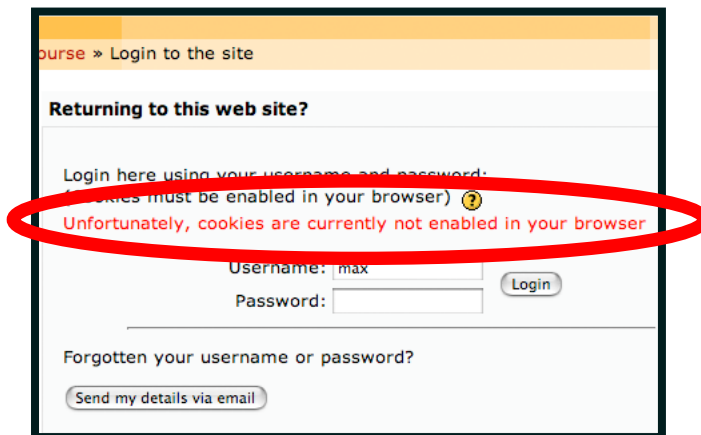
If you have entered your username and password correctly, hopefully you will see The Study Centre's front page. But if you see the login page again, check the top, right-hand corner of the page. Hopefully you will see the words 'You are logged in as...'. To get in to The Study Centre, you should click on the words 'englishcourse' in the top, left-hand corner of the Login page. You will then see the front page of The Study Centre.



If you have not entered your username and password correctly, you will see the Login page with red text near the username and password fields telling you about the problem. Also, in the top, right-hand corner of the screen, you will see the words ‘You are not logged in.’



Another possible cause of trouble can be caused if your computer doesn't like cookies. Cookies are small pieces of data that are sent to your computer by web sites. Computer users can choose to either allow or deny a web site to store cookies on your computer. Some educational institutions choose to deny access (or 'turn off' cookie acceptance) or to clear cookies from their computers when the computers are turned off. If cookies are turned off on the computer you are using, you will see a message on the Login page telling you about this.



If you are using a computer at home, you can choose to 'turn on' cookies in your web browser software (e.g. Internet Explorer, Firefox, Netscape, Safari, Opera). This can usually be done in the software's preference settings. If you are using the software at an educational institution, you should ask the people who administer the computers whether it is okay to turn on cookies. You should tell them that you need to have cookies turned on to access The Study Centre for your language learning!

Lastly, we believe that using Apple Macintosh computers is always much easier, nicer and safer than using a computer running Windows software. If you have the chance to, use an Apple Macintosh computer – you will probably have far fewer problems!