

## FAQs for UAS

### **Q1: Why do I see a 0 on assignments tab when I still have assignments to upload?**

Troubleshooting answers:

-If this is your first time logging into UAS the assignments and the file manager are associated with the student the first time they access the system. Logout and try logging back in a few minutes later.

- Also try pressing CTRL+F5 at the same time, this allows the page to force the cache to refresh.

-If the issue is still occurring clear out your browser history or try a new browser.

If this issue continues please contact the Support Center at 281-283-2828 or [supportcenter@uhcl.edu](mailto:supportcenter@uhcl.edu)

### **Q2: Some of the option buttons are cut off and I'm unable to read them. How can I fix this? Ex: some faculty members were not being able to see the "evaluate" button**

Troubleshooting answer:

In the internet browser:

1. Click "Tools"
2. Click 'Compatibility View Settings'
3. Make sure 'uhcl.edu' is not added into bottom box, if it is, remove it.

### **Q3: How to clear the Cache?**

#### Instructions for Clearing Cache in Firefox 4.0

Clearing your Firefox 4.0 browser can be done in the few steps below.

- \*a) Launch your Firefox browser.
- \*b) Click on Tools at the top left corner.
- \*c) Click on "Clear Recent History" and then click cache from the list.
- \*d) Uncheck the other boxes and then click on "Clear Now".

#### Instructions for Clearing Cache in Internet Explorer 9

You can clear your Internet Explorer 9 browser cache from the Control Panel or by launching the browser. You can click on the gear icon above the Settings menu, or click the Safety option from the menu bar.

- \*a) In the browser, click on the gear, and from this menu do the following:
- \*b) Click on Internet Options
- \*c) Under the General tab, click Delete under the Browsing History heading. Check the "Temporary Internet Files" and "Cookies" boxes, and uncheck anything you don't wish to delete.

\*d) Then click delete button at the bottom of the window.

#### Instructions for Clearing Cache in Google Chrome v10

Upon launching the Chrome browser, select the wrench icon. Then, select Tools and Clear Browsing Data. Next, select the "Empty the cache" check box and uncheck the rest. In the "Obliterate the following items from" drop down menu, select "the beginning of time", and then clear browsing data.

#### Instructions for Clearing Cache in Safari

Launch the Safari browser, click on "Edit" menu, and mouse over to "Empty Cache". Next, click on the "Empty" button to clean away the cache.

#### Instructions for Clearing Cache in Opera

Open the Opera browser and select the Settings menu. Next, click on "delete private data" and then the Details button. If you do not wish to delete cookies, saved passwords, and logins, uncheck them from the list provided. Then click the "Delete" button to clear the cache.