

## **Website (404 or other) Error – Student Diagnostic Sheet**

If you see a “404 error” or the like, it usually means your browser is trying to load a page that is outdated, blocked, or no longer valid. The issue is typically on the user side, not the website.

Follow these steps in order.

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### **Step 1: Try again in a private window**

Using Google Chrome:

- Click the three dots in the top right corner
- Click “New Incognito Window”
- Log into the website
- Navigate to the page again

If it works here, the issue is likely your browser settings or extensions.

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### **Step 2: Clear your site data (important)**

- Go to the website
- Look at the address bar (where the website URL is)
- Click the icon just to the left of the website address (this may look like sliders or a settings icon)
- Click “Site settings”
- Click “Clear data” or “Delete data”

Then:

- Close Chrome completely
  - Reopen Chrome
  - Log back in and try again
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### **Step 3: Do not use old or saved links**

404 errors often happen when using outdated links.

- Do NOT use bookmarks
- Do NOT use old email links
- Do NOT rely on the browser back button

Instead:

- Go to the main website
  - Navigate to the page through the menu or dashboard
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### **Step 4: Disable extensions (if needed)**

Some browser extensions interfere with page loading.

- Temporarily disable:

- Ad blockers
- Privacy tools
- Security extensions

Or use Incognito mode, where extensions are usually off.

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### **Step 5: Try another setup**

This helps rule out device or network issues.

- Try a different browser (Edge or Firefox)
  - Try a different device
  - Try a different internet connection (mobile hotspot works well)
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### **Step 6: If it still does not work**

Please send:

- A screenshot of the error
  - The exact page you were trying to access
  - Your device type (computer, phone, tablet)
  - Your browser
  - Whether it worked in Incognito mode
  - Email to: [MikeBrandly@msn.com](mailto:MikeBrandly@msn.com)
  - Phone: (614) 461-9229
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### **Important Notes**

- A 404 error does not always mean the page is gone
- It is often caused by saved data, outdated links, or browser settings
- These steps resolve most issues quickly