

BACK BUTTON

When using the application, are you hitting the “back” button inside of the online registration process, or the “back” button in safari?

The reason being is when you are in the registration process you are in a “HTTPS” which is a secured zone. If you hit the “back” button in safari it will cancel the process. Similar to if you are checking an online bank statement they warn you not to click “refresh” or “back” during a sign up process. There should be a “edit” or “back” button directly on the page to which you are viewing.

SCREEN RESOLUTION

As far as the screen resolution goes, our database DOES support Apple computers, and there are no known resolution issues. Please make sure that your window is maximized. A second resort is to install Mozilla Firefox, and restart the registration process.

If you are still having this issue, please send screen shots to the help desk, and provide detailed feedback on the issue. helpdesk@fcsi.edu