RAM Access Management Portal "Cannot Display the Webpage" Error

Some users have experienced an issue in Internet Explorer whereas they navigate to RAM Access Management Portal (RAMP) at https://pw.wssu.edu and receive the message in the screenshot below. If this is a symptom you are experiencing, this document will explain how to correct it. This troubleshooting tip applies only to Internet Explorer.

| - | | |
|------------------------------|---|--|
| What you can try: | | |
| Diagnose Connection Problems | 1 | |
| More information | | |
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You must change a setting in Internet Explorer in order to navigate to the RAMP site. To do this, start by clicking the "cog" in the top right window of IE.

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Next, click the Advanced tab.

| Home page | | |
|---|-------------------------|--|
| To create home page tabs, type each a | ddress on its own line. | |
| https://www.google.com/ | 4 A | |
| Use current Use defau | lt Use blank | |
| Browsing history | | |
| Delete temporary files, history, cookies, and web form information. | , saved passwords, | |
| Delete browsing history on exit | | |
| | | |
| Delete | Settings | |
| Change search defaults. | Settings | |
| Tabs | | |
| Change how webpages are displayed in tabs. | Settings | |
| And the second se | | |
| Appearance | | |

Scroll down inside the window until you see the following settings. They will be toward the bottom of the window. Make sure that your SSL and TLS settings are identical to the settings in the red box shown below.

| ici ici ai | Security | Privacy | Content | Connections | Programs | Advanced | | |
|---------------------------------------|---|---|--|--|---|---------------|--|--|
| Setting | S | | | | | | | |
| | Enable Enable Enable Enable Enable Enable Enable Use S Use T Use T Use T Use T Warn Warn Warn | e DOM Sto e Integrat e memory e native X e SmartSc SL 2.0 SL 3.0 LS 1.0 LS 1.1 LS 1.2 about cer if changin if POST su | orage ed Window protection MLHTTP su reen Filter tificate add g between ubmittal is r | s Authenticati to help mitigat oport ress mismatch secure and no edirected to a | on* le online atta e online atta e online atta online atta zone that d | de E bes n | | |
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| *Ta Reset 1 Rese cond You | kes effect Internet Ex Internet Sition. | after you plorer set t Explorer y use this i | III restart Inte tings 's settings f if your brov | ernet Explorer Restore to their default | e advanced s t Res | ettings | | |

Once the settings have been changed, click Ok until you are back to the main IE screen. Navigate to <u>https://pw.wssu.edu</u> and you should see the screen shown below. At this point, you can log in and begin registration.

| N | ew login for Blackboard and Student Email |
|--------|--|
| ername | a la sera anticia de la construcción |
| | (without the "@rams.wssu.edu or @wssu.edu") |
| word | |
| | Show password |
| ogin | Change Password Unlock/Forgot Password |
| For M | ore Information, visit the <u>RAM Access Management Portal (RAMP) FAQ</u> or Contact Technology Support at 336-750-3431 |
| | |
| | Bb Office 365 |
| | Blackboard |

If this does not correct the issue, then please submit a RAMTech ticket at <u>https://ramsupport.wssu.edu/</u> or contact Technology Support Services at 336-750-3431.