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.
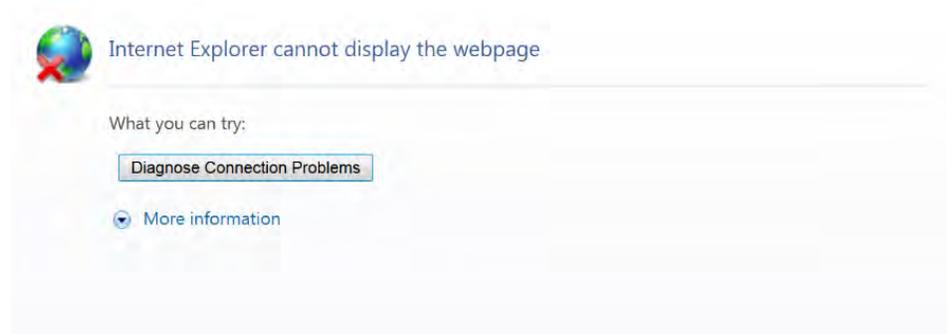
You must change a setting in Internet Explorer in order to navigate to the RAMP site. To do this, start by clicking the "cog" in the top right window of IE.
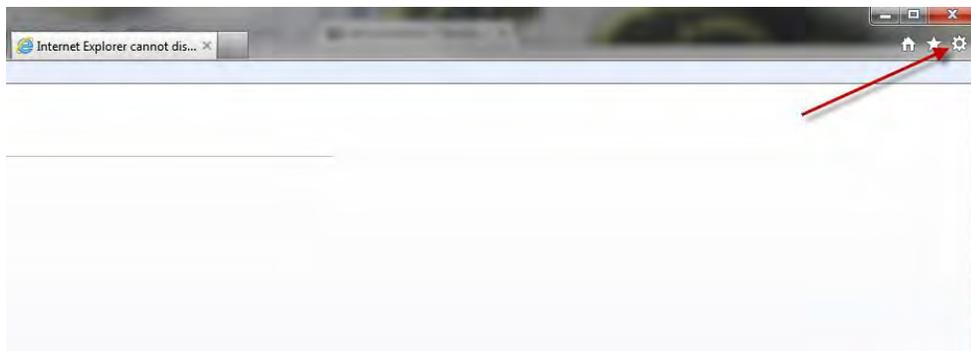
Next, click the Advanced tab.
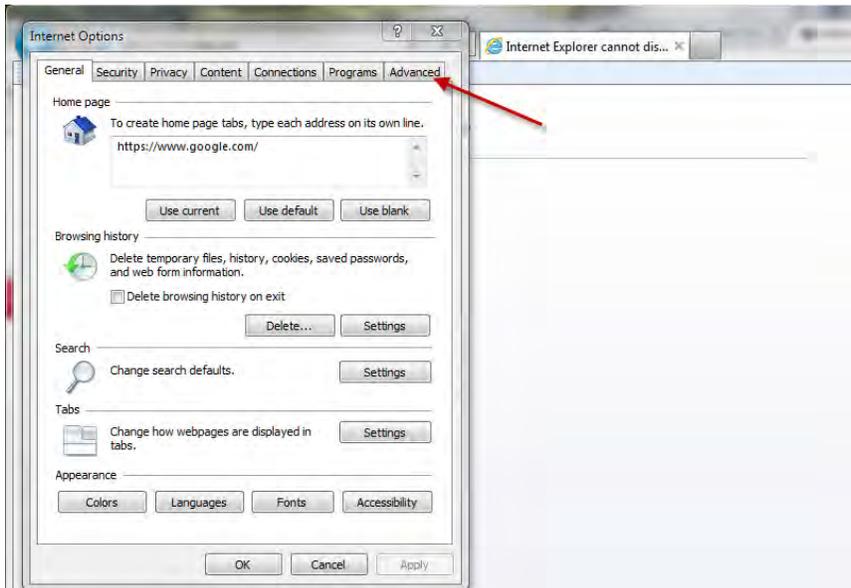
Scroll down inside the window until you see the following settings. They will be toward the bottom of the window. Make sure that your SSL and TLS settings are identical to the settings in the red box shown below.
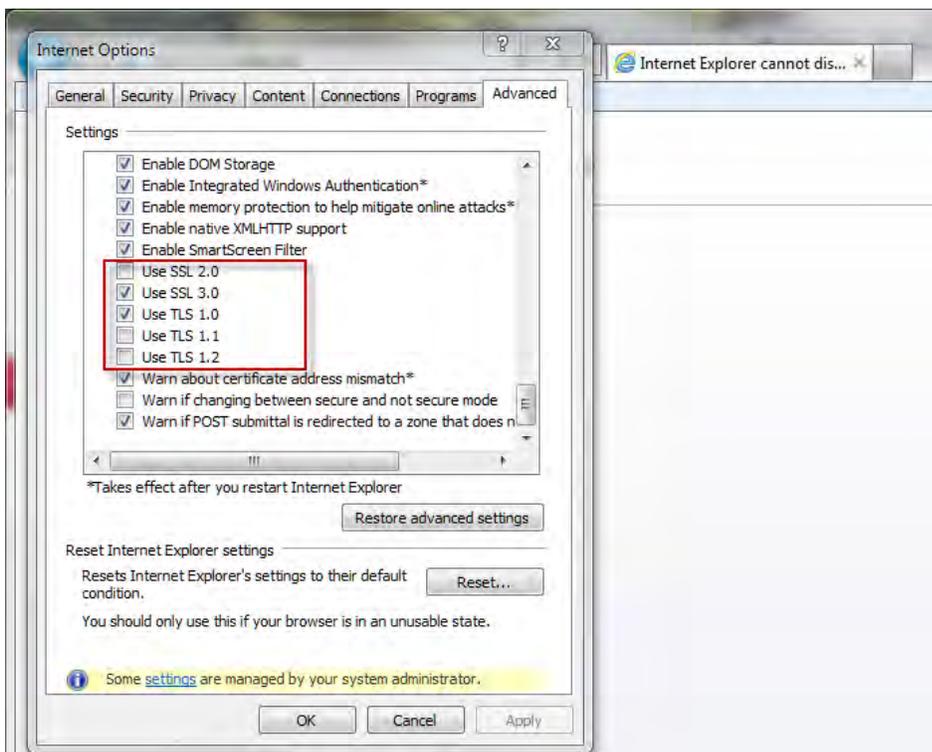
Once the settings have been changed, click Ok until you are back to the main IE screen. Navigate to https://pw.wssu.edu and you should see the screen shown below. At this point, you can log in and begin registration.

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