WebTMA FAQ’s for Login

1. When I try to login, I get a message saying “Invalid Login”.
   a. Is your username set to: Wellesley\USERNAME (NOTE: the backslash key is located above the “enter” key on the keyboard. Username refers to your domain username)
   b. Is your password set to: Your domain password
   c. Is your client set to: wellesley college

2. When I try to login, it appears as though my user credentials are accepted; however, a blank screen appears with nothing on it.
   a. This is likely due to a pop-up blocker that is enabled on the browser that you are utilizing. Please see below for instructions on how to enable pop-ups depending on the browser you are using. After enabling pop-ups in ANY of the browsers, you must hit the refresh button on the browser in order for the page to refresh with the new settings.

3. Internet Explorer
   a. A yellow bar may appear at the top notifying you that a pop-up has been blocked. Click on this bar and select “Always allow pop-ups from this site”.

4. Firefox
   a. An options box appears in the top right hand corner of the browser. Click on the Options box and select “Always allow pop-ups from this site”.

5. Safari
   a. Go to the Safari menu and choose the option “Block Pop-Up windows” from the pull down menu. The check mark should be removed from the Safari menu.