

## Troubleshooting myGateway

If you are experience technical issues with myGateway, you are in the right place! This guide will assist you in troubleshooting issues that were reported to us and have since been addressed.

### Missing Students in Course Site

We are working on a solution to fix the issue of enrolled students missing from the course site. If you need to view or email all enrolled students in the meantime, a complete course roster along with email addresses is available through WebStar.

Here's how to access the student roster for your courses to view and/or set up an email:

1. Log into the myGateway portal
2. Click on the **WebStar** link located in the top right corner of the page that appears
3. Click the **Faculty Services** tab at the top of the WebStar page
4. Click on the **Term Selection** option, select the term, and click the **Submit** button
5. Click on the **CRN Selection** option, select the CRN, and click the **Submit** button
6. Click on the **Class Roster** option to display the list of enrolled students in the selected CRN
7. To set up an email, right-click on the **Email class** link at the bottom of the list
8. This step will depend on which web browser you are using this moment:
  - a. Chrome – Follow the steps below to copy email addresses:
    - i. Select the **Open** link in new tab option
    - ii. Click on the new tab (far right one) that appears in your browser
    - iii. Right click on the address bar (where all of the email addresses appear) and select the **Copy** option
  - b. Firefox - Select the **Copy email address** option from the menu that appears
  - c. Internet Explorer – Select the Copy Shortcut option
9. Open a word processor application (e.g. Word, Notepad, etc) and paste the email address list into an empty document
10. Trim off the "**mailto:?bcc=**" portion, highlight and copy the remainder of the list
11. Open your email program, and paste the email addresses into a new email message (To, CC, BCC as desired).

### Receiving Undeliverable Email Errors

We identified an issue where myGateway was loading some student email addresses incorrectly, <username>@fullcoll.edu, and attempts to email those students failed with undeliverable errors. We are working on fixing this issue.

If you do encounter the situation as described above, use the WebStar method outlined earlier or access the campus LMS and contact your students that way.

## Uploading Files

The myGateway training guide details how to upload files to course sites. To verify that the upload is successful, download each uploaded file(s) to your computer as a test. If the download test is successful, the file has been successfully uploaded and accessible to students.

To upload files, you will need to click on the **Add** button located in the course site and select an option. If the *Add* button is not available, try pressing **Ctrl + [minus sign]** to resize browser zoom level. This is a workaround for an issue we are working on now. In the future, this will not be necessary.

If you or your students receive a Not Found error when you click the download link for a file, this indicates that unfortunately this file was not uploaded successfully. You will need to first delete the file, upload it again, then download to test.

## Not Found / 404 Message Appearing

After successfully logging into myGateway, a user may encounter a *Not Found* or *404* message instead of the myGateway or WebStar home page. This issue was happening early on, but we implemented a fix that has largely resolved it.

If you do encounter either message after logging into myGateway or clicking a link to WebStar, clear your web browser cache. Refer to the myGateway Login Guide, attached to a recent IS Helpdesk myGateway email update you received or download [here](#) from the NOCCCD Information Services page.

This solution will allow you to proceed normally in myGateway after the next browser restart and successful login.

## User Name Not Found

After successfully logging in, some users were encountering a *User Name Not Found* message and were automatically logged out after a few seconds. If you are experiencing this issue, reset your password to update your myGateway account. You may have to wait up to an hour before the password change has taken effect, so please be patient. Do not reset your password more than once. One successful password reset is sufficient.

## WebStar Session Times out or Expires (with or without errors)

If you are experiencing this issue while accessing WebStar, try logging in from a different location, which can be on-campus or another network (home, cell, etc). WebStar runs in a manner that is different than what some networks expect and may cause web access issues for you. We are working on a solution to make WebStar accessible from any location soon.

## Any other problems?

If you discover an issue not described above, you can report it to [ishelpdesk@nocccd.edu](mailto:ishelpdesk@nocccd.edu). Screenshots of the error that include the entire web browser window, ID numbers and/or CRNs, and descriptions of the actions you took before the error are very helpful in diagnosing and troubleshooting.