If you are trying to access an Inq-ITS Virtual Lab and it doesn't seem to be working, then this is mostly due to networking issues. Below there are a couple of tips in order to quickly identify if connectivity issues are due to security or network policies at your school.

## Try a different browser

Browsers go through regular updates, but they don't always happen quickly on school devices. Try to access Inq-ITS via a different browser. Inq-ITS works best on Chrome, Firefox, and Safari.

## Verify internet is working

Try visiting a couple of different websites. Often your computer will have google.com saved and it will appear even if your network is down. See if you are able to access other websites.

## Start anew

Try doing Shift + Refresh of your browser, clear your History, and clear your Cookies.

## Verify "content services" connectivity

On the network indicator verify if "Content services" is available green. If not, most likely there is a connectivity issue o n the school network that is preventing to reach Inq-ITS servers. Since the content services is going directly to Amazon Cloudfront CDN and not passing through Inq-ITS servers, if there is a problem here there are two possibilities:

1) Amazon is down (possible but unlikely)

2) Some software in the school network is preventing Inq-ITS to reach Amazon servers

Most of the cases the answer will be the second Talk to your School IT department to verify that they are not blocking any traffic to Amazon's Cloudfront CDN.

## Verify that Inq-ITS works in a network outside your school

Get your phone, be sure you are not connected to the school WIFI network, use 3G/LTE carrier instead. The easiest way to do this is to disable WIFI. You can disable WIIF by going to iOS settings -> WIFI -> OFF.  This will default your phone to your carrier internet connection.

Open Inq-ITS and try to access your reports or preview a virtual lab. If Inq-ITS works then the problem is on the school network trying to reach Inq-ITS servers. Talk to your School IT department to verify that they are not blocking any traffic. You can send them a copy of the Tech Brief.

## Send a Report

If you are unable to reach the website either from a school device or from a device off the school's network, then please send us a report with a screenshot of the developer tools so we can assist you in getting the issue handled as quickly as possible.

| Directions for Firefox: | Command | | Windows | OS X | Linux |
|---|---|---|---|---|---|
| | Open Web Console [1] | | Ctrl + Shift + K | Cmd + Opt + K | Ctrl + Shift + K |

| Directions for Chrome: | Access DevTools | On Windows | On Mac |
|---|---|---|---|
| | Open Developer Tools and bring focus to the console | Ctrl + Shift + J | Cmd + Opt + J |

| Directions for Safari: | Action | Keyboard shortcut |
|---|---|---|
| | Console | Control–4 |

Send as much information as possible along with the screenshot. Helpful information includes: type of device, browser, etc.