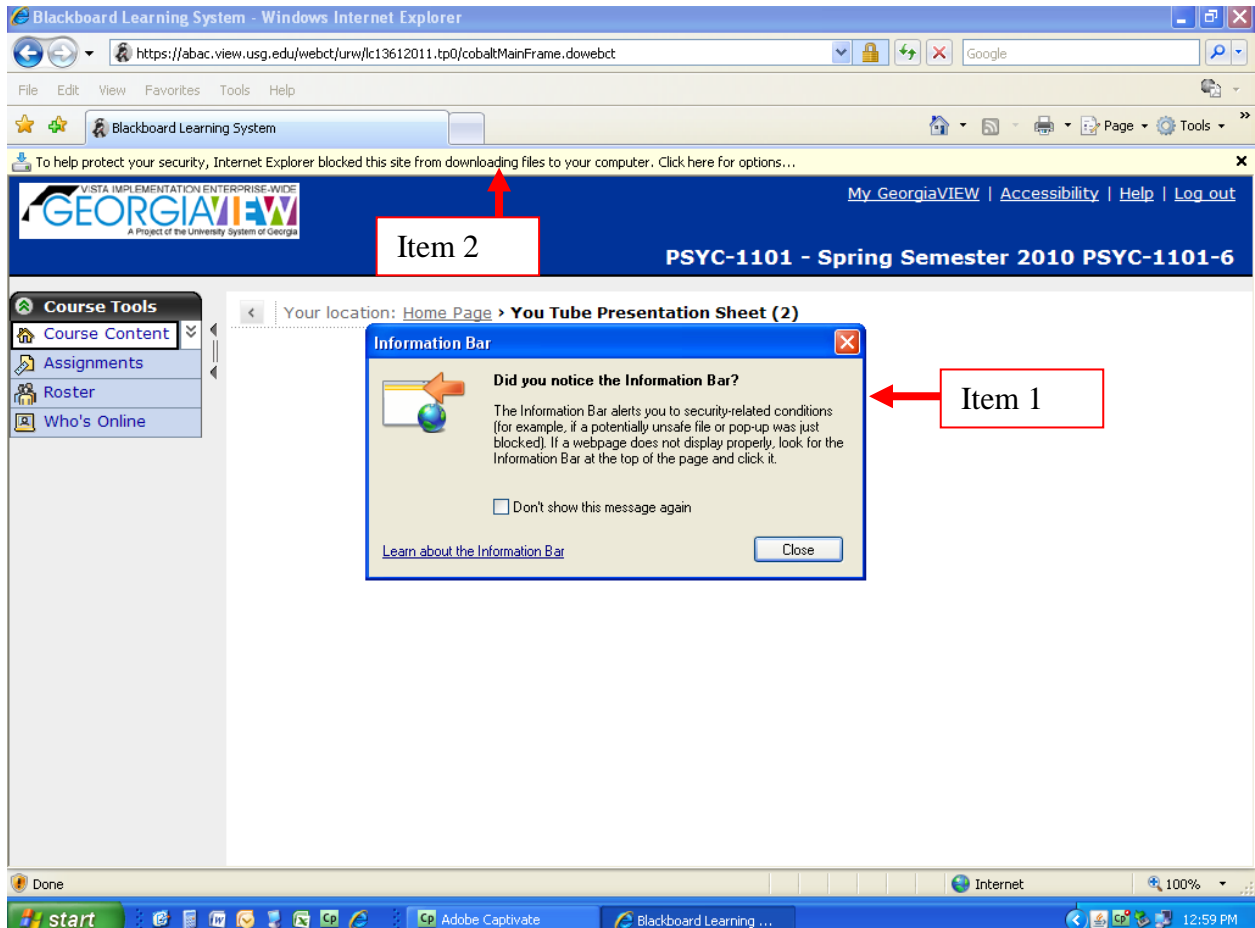


Download Issue – file will not open or download after selecting.

1. Look for
 - a. A popup box (item #1)
 - b. A yellow or blue bar that appears underneath the web address bar item #2)



2. Click "Close" on the popup box
3. Click in the yellow bar. Look for the wording "Click here for options" (see Item 2)
4. This will cause WebCT to kick you back to your Course List page.
5. Select the desired course again.
6. Select the item again.
7. This should now provide a popup box with the option to "Save" or "Download".