

For all technical related issues, before posting about/attempting to diagnose an edX server-side problem, it is best to:

- 1) Be sure you are using supported software like Chrome or Firefox on a computer. EdX does not support compatibility with mobile devices.
- 2) Reload the page.
- 3) Clear your browser's cached data.
- 4) Check to make sure your browser has Javascript allowed/enabled.
- 5) Restart your browser.
- 6) Restart your computer.

There could be intermittent issues with a program here too, but being sure it is not something on your end is the fastest way to figure that out.

- 7) If all else fails, [contact edX via this web form](#).