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CENGAGE Learning
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Looking for Training and Support?

Instructors: To view training videos, sign up for online seminars, or download helpful Getting Started materials, visit our Digital Course Support site.

Step 2 of 4, Knowledgebase: CourseMate

Results

Show Results for
- ○ All
- ○ Instructor-Only
- ○ Student

Articles (10) Downloads (7) Tutorials (6)

Critical Issues

CourseMate - I am being prompted for a course key, but I do not have one. Where can I find this?

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CourseMate - While attempting to complete the crossword puzzle, I am receiving an error about my security Settings. How can I fix this?

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CourseMate - I get an error message that states that I am already signed in?

Search CourseMate [Search]

Search keywords must be separated by a comma

Does this resolve your problem? Yes | No, please create a new case

CourseMate - I am trying to access CourseMate but I am receiving a "500 error"?

To resolve this issue, please complete the steps below:

1. Turn off any pop up blockers. (http://www.wikihow.com/Disable-Popup-Blockers)
2. Clear your browser cache and cookies (while in your browser press Ctrl+Shift+Delete for PC and Command+Shift+Delete for MAC and when it is done deleting them, close then restart the browser.)
3. If you continue to have problems, please use a different browser. Firefox is the recommended browser. If using Firefox when having these issues, please switch to Chrome.

If problems persist, please contact Cengage Learning Technical Support for further assistance.

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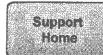
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Please make sure that you have the latest versions of Java and Adobe Flash Player. If the problem persists, please contact Cengage Learning Technical Support for further assistance.

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This is a known issue and is currently being looked into.

If this does occur to you, please clear your browser's cache and cookies. You will then need to close the browser and bring it up again and attempt to access CourseMate.

If this does not work, please try an alternate browser (i.e. Firefox, Google Chrome and/or Internet Explorer). If you are still having issues, please contact Cengage Learning Technical Support for further assistance.

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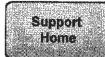Contact Us
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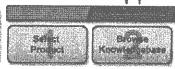Library Tech Support

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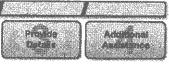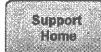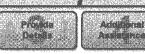
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This is caused by the most recent Java 51 update. If you go to your computer's *Control Panel* and select Java, click on the **Security** tab and adjust the security level to *Medium*. Once this is complete, select **Apply** and click **OK**. Then you will be able to access your crossword puzzle.

In the event that you do not have the *Security* tab, Java will need to be completely uninstalled and reinstalled.

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The course key can be registered by signing in to your CengageBrain account and selecting the **Open** option next to CourseMate. Once CourseMate is open, there will be a prompt in the center of the screen to enroll in a course.

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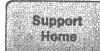Contact Us
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CourseMate - How do I change my course key? *(if you accidentally enrolled in the wrong course)*

From the CourseMate home page, directly below your current course key, there will be an option to "Change your enrollment". Once you select that, a new window will appear prompting you for your new course key or to drop your current course.

Please Note: Once you change courses it may take several hours for your instructor to view your information.

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