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## Step 2 of 4, Knowledgebase: CourseMate

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Show Results for	Search CourseMate
All     Instructor-Only	Search keywords must be separated by a comma
O Student	Does this resolve your problem? Yes No. please create a new case
Articles (10) Downloads (7) Tuterials (6)	CourseMate - I am trying to access CourseMate but I am receiving a "500 error"?
CourseMate - I am being prompted for a course key, but I do not have one. Where can I find this?	To resolve this issue, please complete the steps below:
CourseMate - I am having trouble viewing a resource within CourseMate.	Turn off any pop up blockers. (http://www.wikihow.com/Disable-Popup-Blockers)     Clear your browser cache and cookles (while in your browser press Ctrl+Shift+Delete for PC)
CourseMate - While attempting to complete the crossword puzzle, I am receiving an error about my security Settings. How can I fix this?	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.
CourseMate - Where do i register my course key?	If problems persist, please contact Cengage Learning Technical Support for further assistance.
CourseMate - How do I change my course key?	<b>等等等</b>
CourseMate - My Instructor can't see my name in their course, but I have completed work in the course already.  What is wrong?	
CourseMate - Where are my grades?	
CourseMate - I am trying to access CourseMate but I am receiving a "500 error"?	
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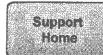
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## Step 2 of 4, Knowledgebase: CourseMate

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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

CourseMate - I am having trouble viewing a resource within CourseMate.

Does this resolve your problem? Yes

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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Search CourseMate Search

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Does this resolve your problem? Yes

No, please create a new case

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

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

If this does occur to you, please clear your browser's cache and cookles. 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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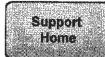
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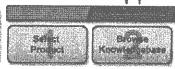
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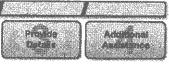
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CourseMate - While attempting to complete the crossword puzzle, I am receiving an error about my security Settings. How can I fix this?

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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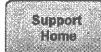
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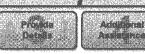
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Search keywords must be separated by a comma

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

CourseMate - Where do I register my course key?

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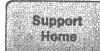
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Does this resolve your problem? Yes No. please create a new case

CourseMate - How do I change my course key? (if You accidentally

enrolled in the wrong 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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