

System Requirements for WebAssign and Troubleshooting

WebAssign is a Web-based application and requires broadband Internet access using a supported Web browser. Some content might also require additional plug-ins. WebAssign is tested and supported for the systems and browser versions listed here.

- Mozilla[®] Firefox[®], version 24 or later
Windows[®], Mac[®] OS X, Linux[®]
- Internet Explorer[®], version 10 or later
Windows
- Google[®] Chrome[™], version 35 or later
Windows, Mac OS X
- Apple[®] Safari[®], version 6 or later
Mac OS X, iOS 6 or later on iPad[®]

Other browsers and versions than those listed might also work, but are not supported. If you encounter problems when using an unsupported browser, try using a supported browser before contacting WebAssign Customer Support.

Use the following links to obtain installation instructions and downloads for the supported browsers.

- Internet Explorer: www.microsoft.com/windows/internet-explorer/
- Mozilla Firefox: www.mozilla.com/firefox/
- Google Chrome: www.google.com/chrome/
- Apple Safari: www.apple.com/safari/

Browser Settings

Configure the following settings in your Web browser.

- Allow cookies and pop-up windows from www.webassign.net.
- If you are accessing WebAssign from Blackboard, accept third-party cookies.
- Do not allow your browser to store your WebAssign password.

See your browser's help information for specific instructions.

Required Browser Plug-Ins

Some WebAssign content and tools require browser plug-ins. WebAssign content and tools that require browser plug-ins are tested and supported for the following plug-in versions:

- Adobe Acrobat Reader, version 8 or later
- Adobe Flash Player, version 10 or later
- Adobe Shockwave Player, version 11 or later
- Java
 - MarvinSketch and Jmol require Java version 1.7.51.
 - The JME tool requires Java, version 1.6.0 through 1.7.35.
 - Instructor or publisher Java questions or simulations might require a different version of Java.
- Apple Quick Time

If you encounter problems when using advanced features of WebAssign such as mathPad or eBooks, check to be sure that you have supported versions of these plug-ins installed. Additional learning resources provided by textbook publishers or instructors might require other software.


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Automatic Plug-In Version Checking

When you log in to WebAssign as a student, WebAssign checks your scheduled assignments for certain questions identified as requiring either Java or Flash. If any of your assignments include these questions, your system is checked to see if you have the required plugin version installed.

Note: WebAssign does *not* perform a comprehensive check of all assignment questions to determine all plugin requirements. Questions created by instructors might require other plugins or plugin versions.

If you do not have the required plugin version installed, a warning is displayed on your Home and My Assignments pages informing you about the required plugin version.

<p>One or more of the assignments on this page require Java version 1.6 or higher.</p> <p>Install Plugin </p> <p>*Close all other browser windows before installing.</p> <p>Click the Java icon to start download and installation.</p>	<p>Version Information</p> <p>You do not have Java installed.</p>
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Click Install Plugin to obtain and install the required plugin.

Assignments identified by WebAssign as requiring a plugin version that is not installed display an icon indicating what plugin is required.

Clicking the assignment name displays an additional warning message.

Java Required

Some content on this assignment requires Java 1.6 or later, but this plugin is not installed for your browser. [More information](#)

Install Plugin 

Before installing this plugin, close all other browser windows.

If you open the assignment, you will not be able to answer questions that require this plugin.

Click Install Plugin to obtain and install the required plugin.

Some assignments contain content requiring either Adobe Flash Player or Java. These assignments can be opened on an iPad®, but the content requiring Flash or Java will not be displayed. Currently, this includes the following content:

- MarvinSketch questions
- pencilPad® questions
- publisher-provided content such as eBooks and tutorials that use Flash or Java
- instructor-provided content requiring Flash or Java

Installing Browser Plug-Ins

Use the following links to obtain installation instructions and downloads for the supported browser plugins.

- Adobe Acrobat Reader: <http://get.adobe.com/reader/>
- Adobe Flash Player: www.adobe.com/products/flashplayer/
- Adobe Shockwave Player: www.adobe.com/products/shockwaveplayer/
- Java: www.java.com/getjava

Browser Cookies and WebAssign

Like many online services, WebAssign[®] uses an encrypted cookie file to maintain your login status while you are using WebAssign. This cookie is deleted when you log out of WebAssign or close your browser.

WebAssign's encrypted cookie file contains your username, password, and institution. This information is used to authenticate your identity each time you give or request information — like assignments or grades — from WebAssign. This helps to safeguard the security of your information without requiring you to log in repeatedly while you are using the system.

Accessing WebAssign from Blackboard[®]

If you are accessing WebAssign from Blackboard, this cookie is used to log you in automatically to WebAssign. Because the request comes from your Blackboard system and not from WebAssign, the cookie is considered in this case to be a third-party cookie.

Browser Settings

Most browsers are configured to accept cookies by default, so you might not need to make any changes at all. If you are being asked to log in repeatedly to WebAssign, or if your browser warns you about cookies while using WebAssign, you might want to change your browser settings.

- Allow cookies and pop-up windows from www.webassign.net.
- If you are accessing WebAssign from Blackboard, accept third-party cookies.
- Do not allow your browser to store your WebAssign password.
- Optionally, turn off browser warnings for cookies.

Not Automatically Logged in to WebAssign from Blackboard

When you open WebAssign from Blackboard, you should be automatically logged in to WebAssign. Sometimes this does not happen and the WebAssign login page is displayed instead.

This problem occurs when your Web browser is not configured to accept third-party cookies. To resolve the problem, configure your browser to accept third-party cookies and try again.

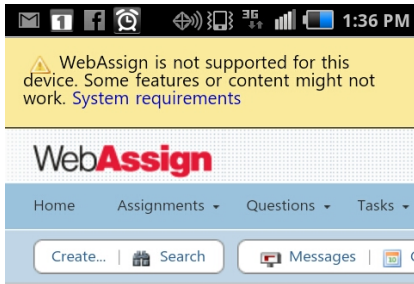
To configure your browser to accept third-party cookies:

Refer to the instructions for your browser.

- Firefox 12 or later: support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences
- Internet Explorer 8 or later: windows.microsoft.com/en-US/windows7/Block-enable-or-allow-cookies
- Safari 5.1 or later: support.apple.com/kb/PH11913
- Chrome 19 or later: support.google.com/chrome/bin/answer.py?hl=en&answer=95647

Browser Displays a Message That WebAssign is Not Supported

If you log in to WebAssign from a browser version or system that is not explicitly supported by WebAssign, a message is displayed.



Review the system requirements for WebAssign and log in using a supported browser.

Blackboard Not Available

If the Blackboard® system is unavailable, you can log in to WebAssign® directly if you have previously set your WebAssign password.

WebAssign accounts generated by Blackboard do not have passwords because authorization is performed by the Blackboard system. Before you can log in to WebAssign directly, you must set your password using the steps described here.

To set a WebAssign password for your Blackboard-created account:

1. Log in to WebAssign through Blackboard.
2. Write down your WebAssign username.
3. Your username is displayed in the top right corner of the WebAssign page.
4. Set your email address in WebAssign.
5. You need an email address in order to reset your password.
6. Reset your password.

Since Blackboard does not create a WebAssign password for you, you need to reset your password in order to create a password.

After noting your WebAssign username and creating your password, you can log in to WebAssign directly.

If you need help with your account, submit a help request.

Reset Your Password

If you forget your password and you have an email account on file in WebAssign®, you can reset your password. You can also use this procedure to set your password if your instructor created an account for you but did not give you a password.

Note: If WebAssign uses your institution's authentication server, use your school's method for changing your password.

To reset your password:

1. Go to www.webassign.net.
2. Click Forgot your password under the Password field.
3. Type the Username, Institution code, and Email Address for your WebAssign account.
4. Click Submit.

If your username, institution, and email address match the entries in your WebAssign account, you receive an email with instructions for resetting your password.

Note: If your information does not exactly match the information in your WebAssign account, or if you have not specified an email address in WebAssign, ask your instructor to reset your password.

5. In the email message, click the displayed Reset Password button or link.
6. On the Set-Password page, type your new password in the Enter new password and Confirm new password fields.
7. Click Submit.

A confirmation message verifies that your password was changed or indicates why it was not changed.