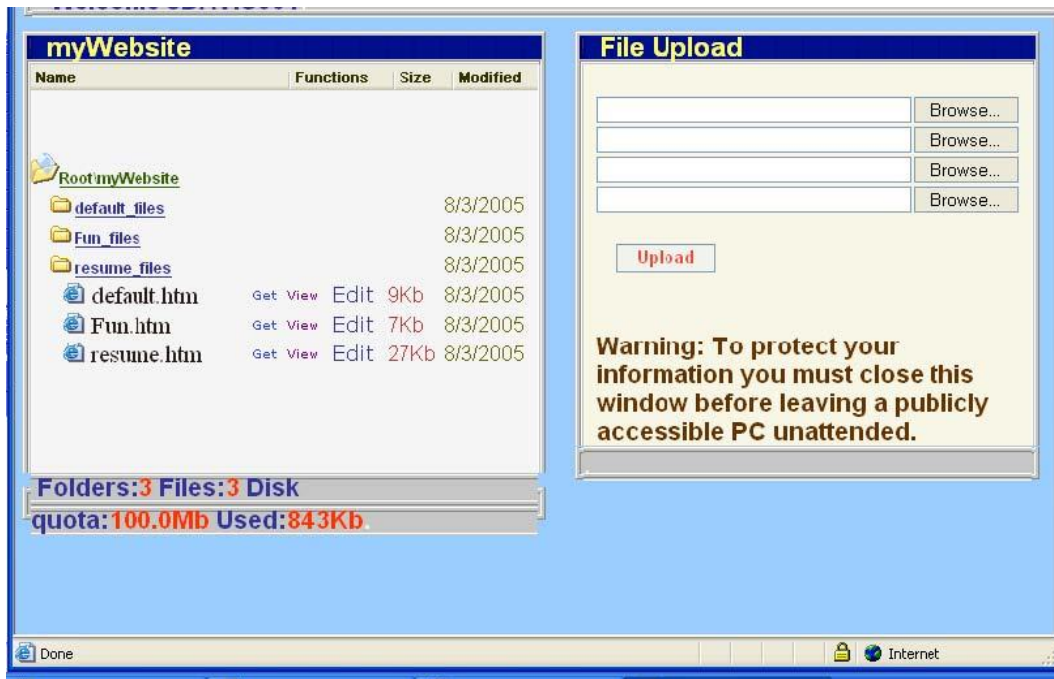


Help us help you!

Here is a list of common questions/errors/solutions to Web page issues.

**Common Troubleshooting Problems:**

1. Did you create the folder labeled your username (skeith005)?
2. Did you save your webpage inside this folder?
3. Did you save your file as a web page with the extension .htm. (Remember, don't type default.htm in the filename space.)
4. Did you read all the instructions thoroughly and choose which upload option works best for you? [Remember, off-campus users should use option 3 if they are using Internet Explorer. (See SOS help pages)]
5. If you uploaded single files directly into myFiles, did you recreate the folder setting from your hard drive into your myNSU account? (Remember, if you have a folder labeled skeith005, then you should have all of your web pages within this folder. When you save your web page within this folder using Microsoft Word, the program will automatically create an additional folder containing the images to your page (see the image below). The folder name will be associated with the web page file name.



6. Finally, did you make certain that you uploaded your files behind the Root/myWebsite path and not only the Root folder?

If all this doesn't fix your problem, please give us a call at 318-357-6696 or email us at [sos@student.nsula.edu](mailto:sos@student.nsula.edu) for assistance.