



### **Students and Faculty:**

Below you will find the steps that will clear the "OOPS!" error in most cases.

- Close all current internet windows
- Launch one window to access Tk20
- Login to Tk20
- Navigate to the silhouette at the top right corn of the page that says, "Hi Name"
- Click on the drop down, then click "Sign Out"
- Proceed to clear the browsing data and history using the steps for the browser being used
- Closed ALL internet windows
- Restart computer
- Reopen only one window to access Tk20
- Login

This error occurs when the user has attempted to launch Tk20 in multiple browser windows. It is important to remember that users can have Tk20 open in only one window at a time.

Google Chrome and FireFox are the recommended browsers for optimum Tk20 performance.

### **Cooperating Teachers**

Below you will find the steps that will clear the "OOPS!" error in most cases.

- Close all current internet windows
- Open one browser window
- Proceed to clear the browsing data and history using the steps for the browser being used
- Close ALL internet windows
- Restart computer
- Reopen only one window to navigate to e-mail with link to access Tk20
- Click on the link

This error occurs when the user has attempted to launch Tk20 in multiple browser windows. It is important to remember that users can have Tk20 open in only one window at a time.

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