

# If You Have Trouble with ANGEL . . .

## TRECA Digital Academy

### 2005-2006

There are suggested steps to take should you experience technical difficulties with your use of ANGEL.

**BEFORE** calling the TDA Help Desk, try troubleshooting the problem according to the tips below:

- *You are unable to get to the TDA ANGEL web page (<http://angel.tdalearn.org>):*  
You may need to use another browser, especially if you are using a Mac. The recommended browser for ANGEL on the Mac platform is Mozilla. Mozilla should be in your Applications folder. Open it and use it in place of either Internet Explorer or Safari.
- *If you are unable to log in at the TDA ANGEL page:*  
Check to make sure you are entering your username/password *exactly* as it was given to you. Even a space where there should not be one will keep you from logging in. If you are entering everything correctly, call the Help Desk.
- *You are logged in, but you do not have any courses on “My Page”:*  
Call the Help Desk.
- *You are logged in, but you have the WRONG courses on “My Page”:*  
Contact the Guidance Office at TDA to allow the counselors to check your schedule and notify the ANGEL administrator of any needed change.
- *You are having difficulties navigating in ANGEL and doing what you need to do to work in your courses (How do I email my teacher? How do I submit assignments? How do I post a message to a discussion forum?):*  
Check the “ANGEL Student Guide” that you received in the mail or during orientation. Directions for all common ANGEL operations are described there. If still experiencing difficulties, call the Help Desk. *You may also email one of your teachers or check into one of the ISR Illuminate rooms; these staff members can also help you with many ANGEL questions.*