

Troubleshooting

Problems Signing In?

If you no longer can sign in to the community, or have problems joining, make sure you have the cookie feature enabled on your browser. We learned the hard way that we have to have cookies enabled in order to sign in to the community.

Can't see pictures or pages are hard to view?

Make sure you have an up to date browser, such as Internet Explorer 5.1 or the newest version of Netscape. These two browsers seem to be the best to view all areas of the site. Make sure your computer has enough memory and a decent processor which can handle the volume of information contained in many of our web pages. Some pages may be hard to view because of the color configuration. Most of the work done on the site is by way of a lap top, and we have found that while some of the colors look good on our screen, they don't on other screens, so you may have to adjust the brightness and contrast to make the pages more viewable. If you have continuing problems with certain pages, please e-mail us and tell us which pages you are having problems with, and the details of the problem -- it may be something we can fix.

Site Down, Can't find page, or Server Problems?

Every so often, you might come across some error displays like the ones listed above. If so, first check to make sure you have typed the correct URL of the page you are trying to view. If it's a problem with a link, let us know, we might have typed the wrong address. We also occasionally change the name of a page, and try to keep an update under the old page's name, so also check to make sure that you bookmark the new page if you plan to return. Since we use free Internet Servers to host our pages, there are times when those servers upgrade their services, or must fix bugs, so the site will be inaccessible (and why we have the .net and .org names). Unfortunately, there is nothing we can do about those, so please visit the areas of the site that aren't down.

Don't see your problem here?

We have listed a couple of the more common problems that either we have experienced, or people trying to view the site have come across. If there are problems, please let us know; oftentimes it's the only way we can become aware of a problem and correct it. For problems with the community, check with MSN's Community Feedback site for some solutions as well.