

Known Problems Logging into myCommNet with AOL and SBC Globalnet Users

For America Online and SBC Globalnet Subscribers

We have determined that many of the default settings within the AOL and SBC Globalnet interface are incompatible with myCommNet. If you are an AOL or SBC Globalnet user and you are having trouble using myCommNet please do the following:

1. **Start and Login to AOL or SBC Globalnet (SBC) as you normally do.**
2. **Once AOL or SBC is up and running, minimize the AOL or SBC interface.**

Please don't close out, just minimize it. Do this by clicking on the little slash at the upper right hand corner of the screen.

It should look like this:



3. **Open up another myCommNet supported browser and use it to access myCommNet.**

To view the list of myCommNet supported browsers go to:
<https://my.commnnet.edu/site/faq.html#browser>

In most cases Internet Explorer is already installed on your machine so go ahead and use it. If you don't have Internet Explorer and/or Internet Explorer is also giving you problems, you will need to download and install another browser.

You can find Mozilla at the following web address:

<http://www.mozilla.org>

Just follow the instructions given on the web site to download and install this browser.

(Original documentation from Paul McLean, Director of Distance Learning at Middlesex Community College in Middletown, CT. Thanks for posting this solution for Vista.)

updated 11/29/2007 by myCommNet team.