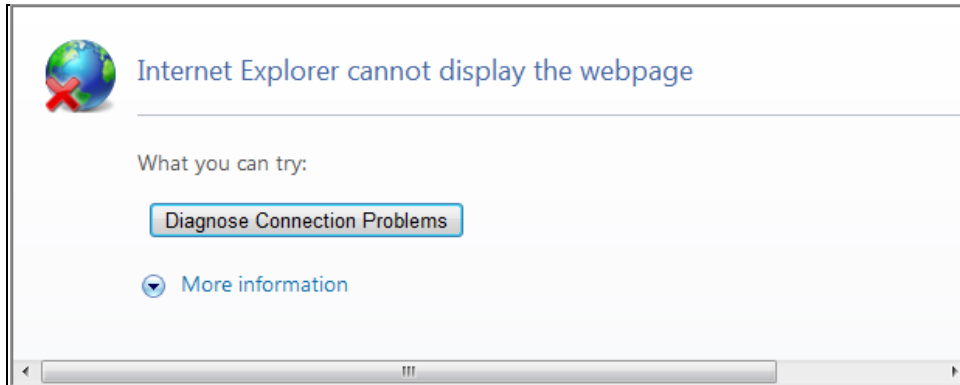


# Troubleshooting: Viewing the Electronic Student Folder in Webcat

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## 1. Question:

I clicked the "Display Document" link, but all I get is a message saying that the page cannot be displayed.

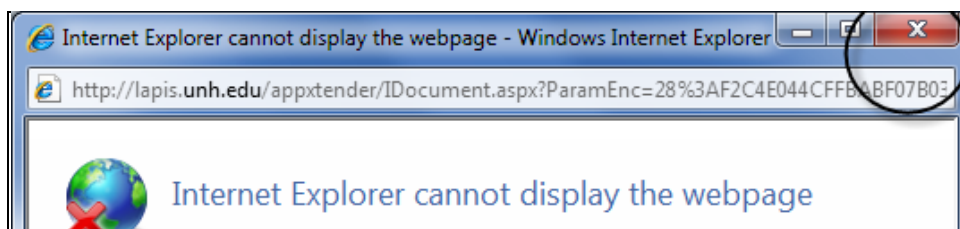


## 1. Answer:

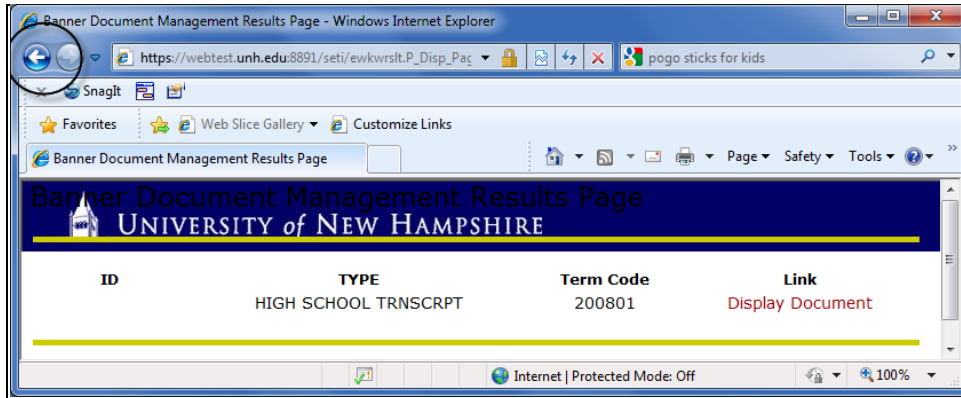
Often, the reason you see this message that is because you aren't logged into the USNH Enterprise VPN.

To log into the USNH Enterprise VPN from here:

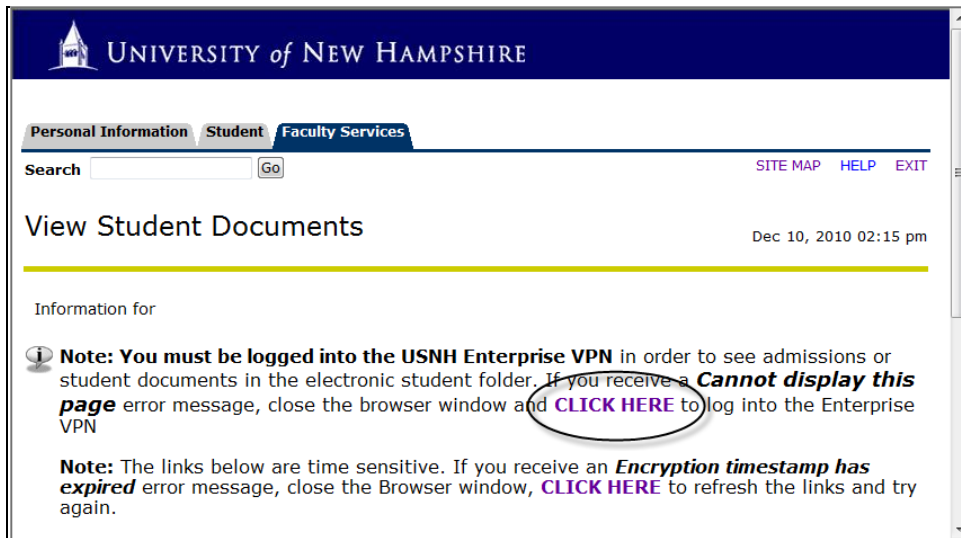
- a. Close the browser window with the error.



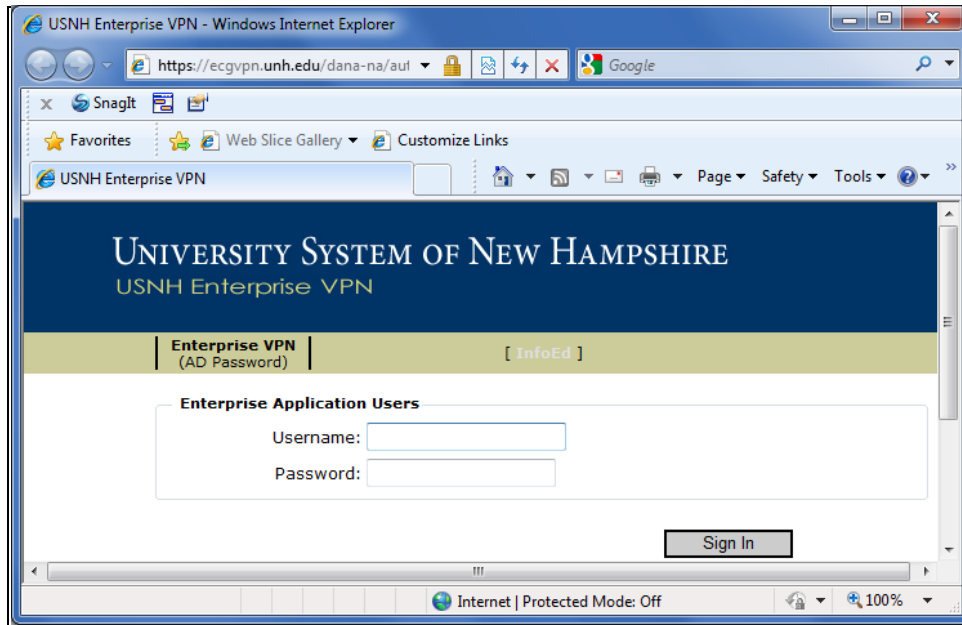
- b. From the Display Document page, click the back button on the browser.



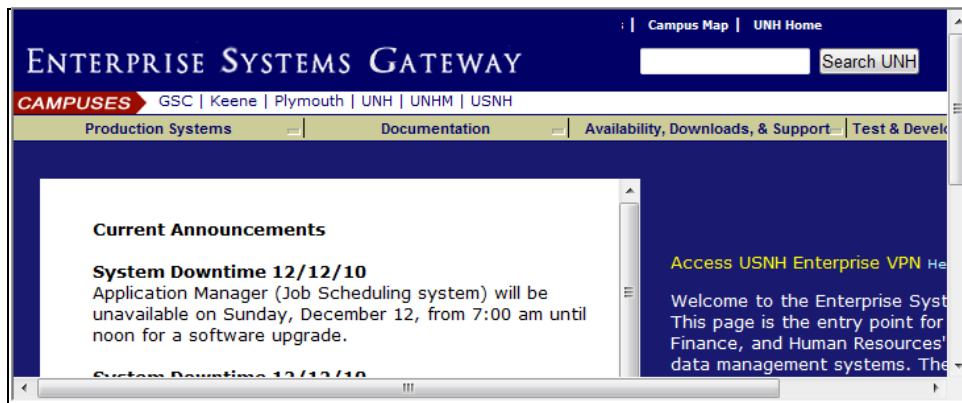
- c. On the Student Documents or Admissions Documents page, locate the note about logging into the USNH Enterprise VPN. Click the CLICK HERE link.



- d. Another browser window will open with the VPN log in screen. Enter your Exchange/AD login information.



- e. Once you have logged into the VPN, the Enterprise Systems Gateway page will appear. Close this browser window.



- f. Return to the Webcat browser window and select the appropriate document type.

## 2. Question:

I'm logging into the VPN and I'm being asked to install an ActiveX control. Is that ok?

## 2. Answer:

Yes, that's normal. You need to have this software installed on your computer in order to use the VPN. Follow the prompts to install the ActiveX control.

For more information, refer to the instruction provided on the UNH Web VPN help page:

- a. Go to <https://networking.unh.edu/vpn/>
- b. Click on Network Connect Installation
- c. Follow the on-screen instructions.