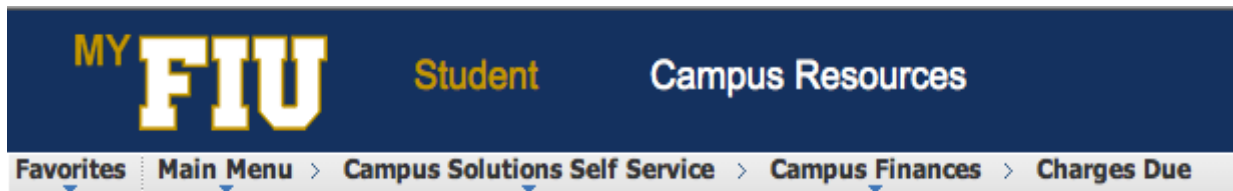# Troubleshooting Web Browser Related Errors

General

The following information may help you troubleshoot some of the more common browser-related problems that you may encounter in the MyFIU.edu Student Center.
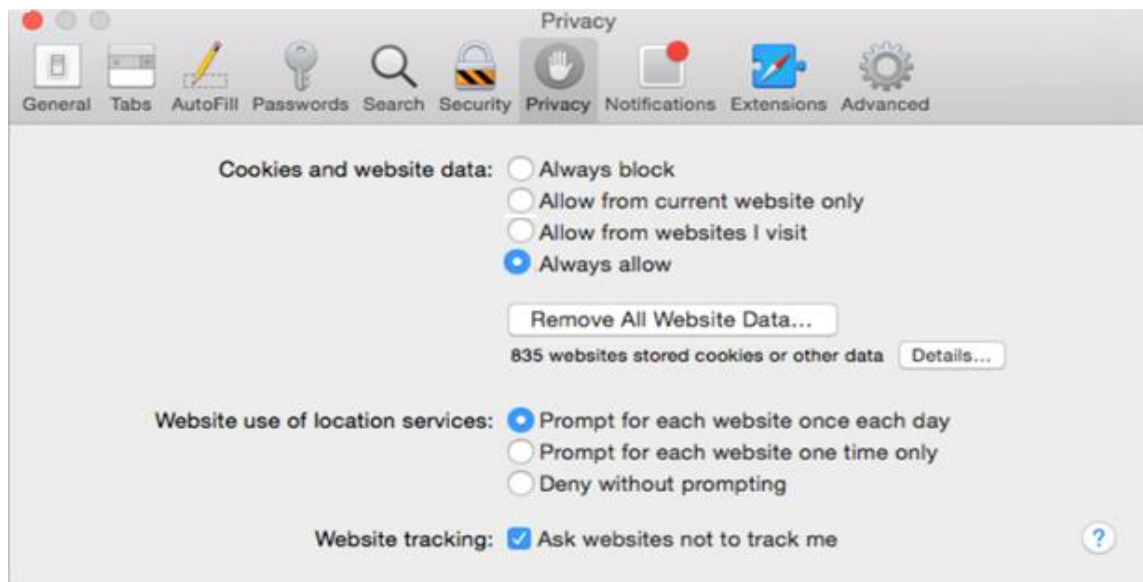
Error Messages

If you are receiving the following error message and are using Safari, please follow the directions below:

Under Safari menu > Preferences > Privacy

Check the 'Always allow' button under the cookies and other website data, and navigate to the student center. Log back into your account and try again.


Once completed, you should change the radio button back to the previous settings if that is your preference.

If you are using Firefox, please follow the directions below:

Firefox- History menu > Clear Recent History> History menu >Recent History >Details and make sure you select "cookies", "cache" and "browsing history > click Clear Now.

Click the arrow next to **Details** to select exactly what information will get cleared. Finally, click the Clear Now button. The window will close and the items you've selected will be cleared. Log back into your account and try again.
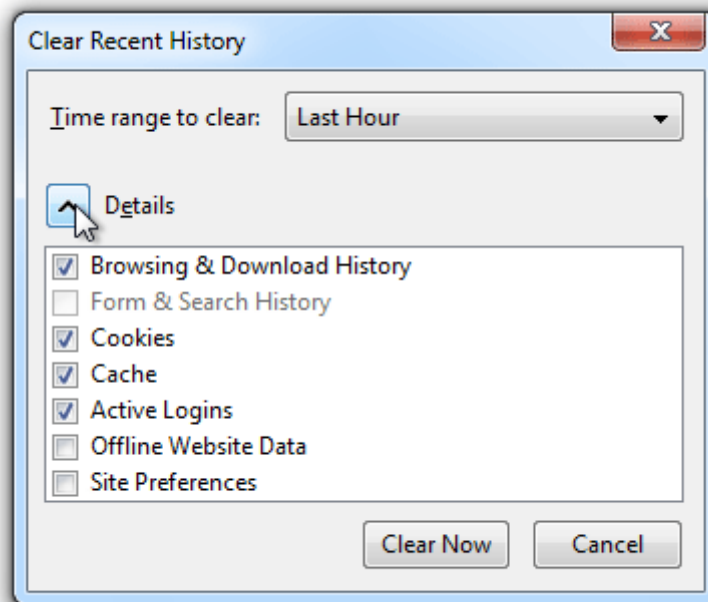
Daily Routine Maintenance

The Student Financials Cashier's office has temporarily disabled the "make a payment" option for daily maintenance. The option to pay will be available momentarily. Please try to log in at a later time.

Important Tips:

We recommend that you use the latest version of the preferred browsers, Internet Explorer or Mozilla Firefox.

Some browser issues may be caused by the browser itself. For optimal viewing and security we recommend that you keep your browser up to date.

Try an alternate computer in the same location. If another computer works, then the issue is computer settings on the first one.

Try an alternate location that has a different Internet Service Provider. If it works, the issue is with your local network.

Additional Support

If you are experiencing a different error message, please send the following information to stufinan@fiu.edu :

Name and Student ID number

Short explanation of the problem you are experiencing

A snapshot of the error message