Troubleshooting for CRSN e-Modules

1. You must be logged in as a user to access the e-Modules.

2. Use Google Chrome as your browser for best results.

3. If you are having trouble accessing the website or e-Modules, you may need to **clear your cache.** Your computer may be remembering an incorrect password.

   a) Find the ellipsis – far right-hand side of search bar.
   b) Go to your browser's settings.
   c) Select 'privacy and security'.
   d) Clear/delete 'cache and cookies.'
   e) Completely close the Chrome browser.

4. Open chrome. Go to www.crsn.ca. Log in and try again.

5. Contact educcord@crsn.ca if you are still having trouble.