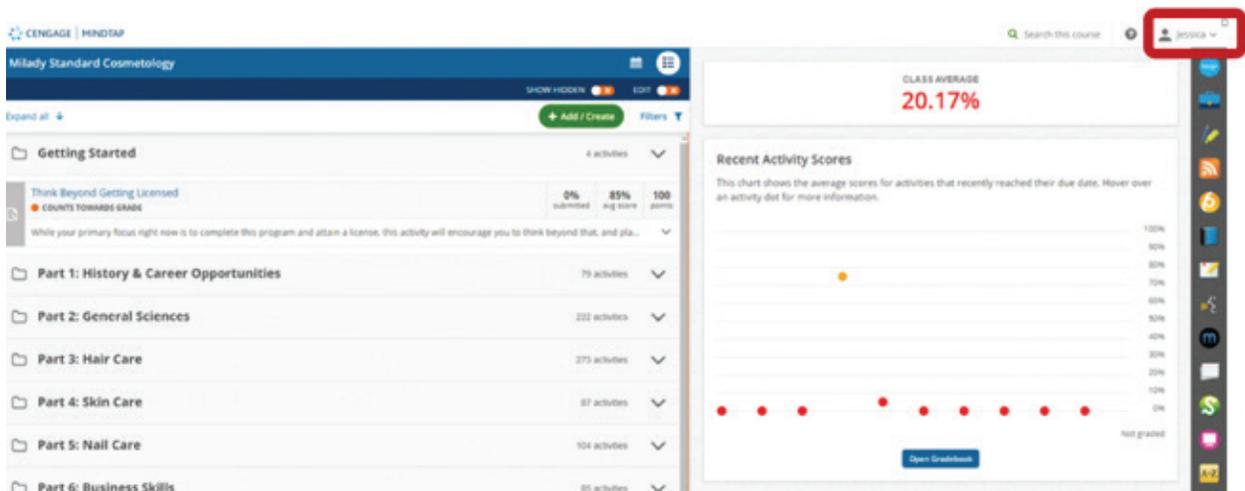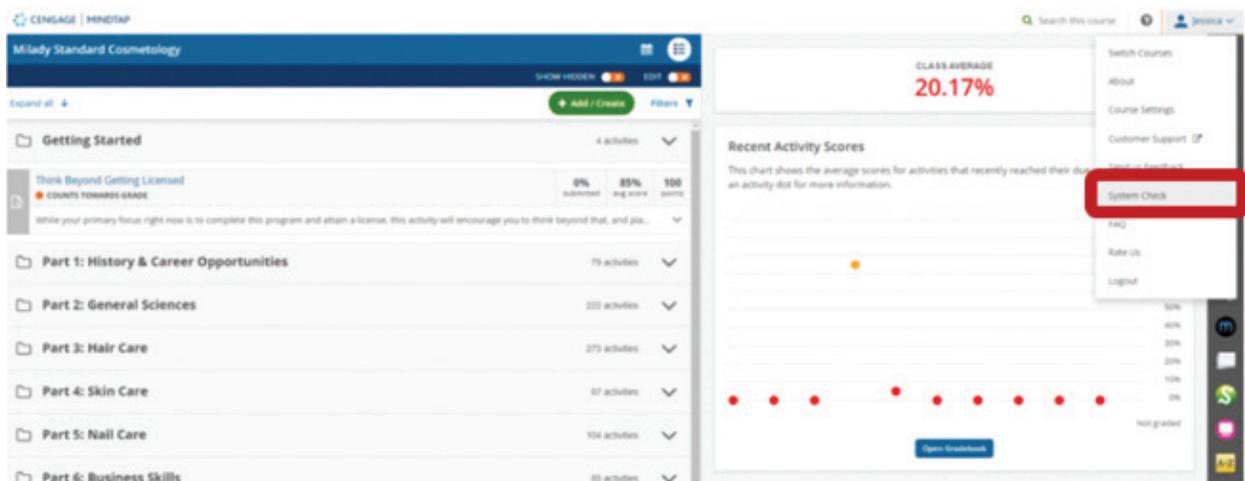Complete a system check if you are experiencing delays with loading, or error screens before contacting Cengage Support.

1   **From the MindTap dashboard, in the upper right-hand corner click your profile name.**
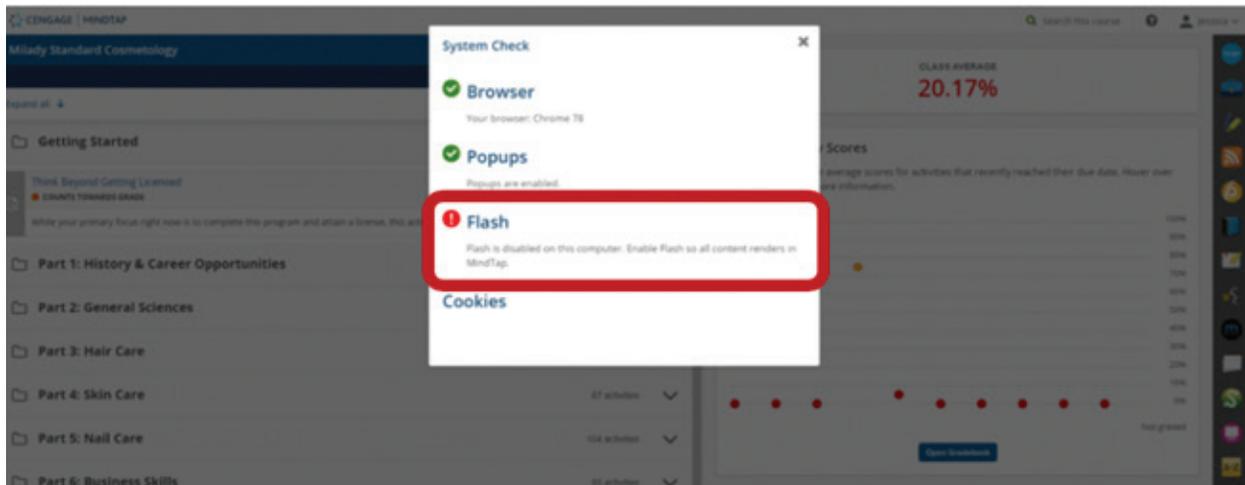

2   **Select the "System Check" option from the drop-down menu.**

Topic: Performing a System Check
Level: Beginner
Intended For: Instructors, Lead Instructors/MindTap Admins
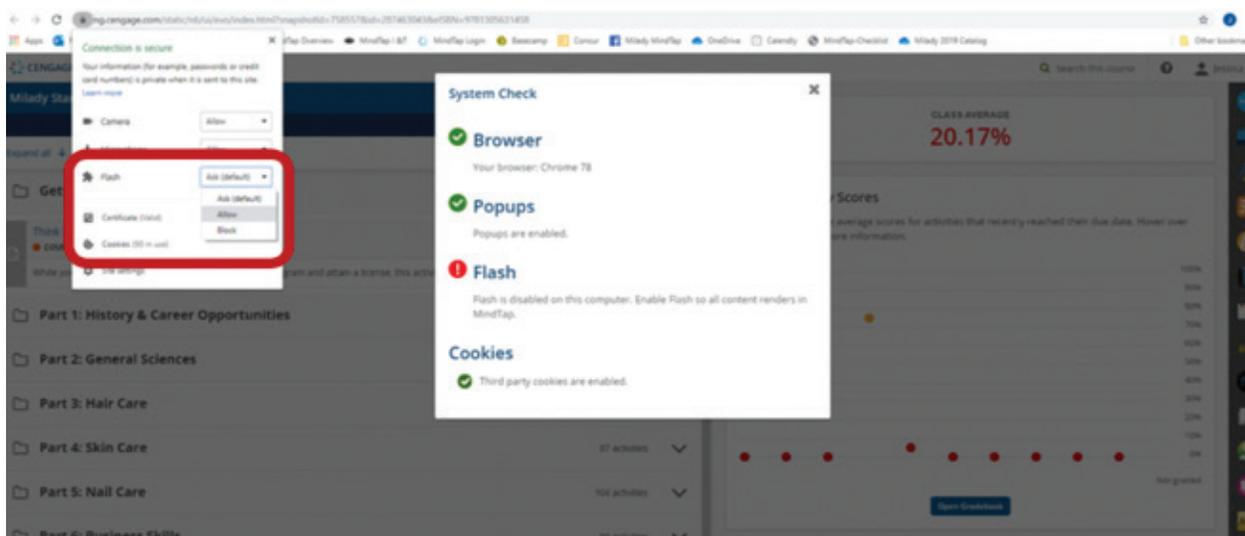
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3   If your MindTap is experiencing errors or lag responses the pop-up box may reveal a red exclamation mark on one of the requirements.

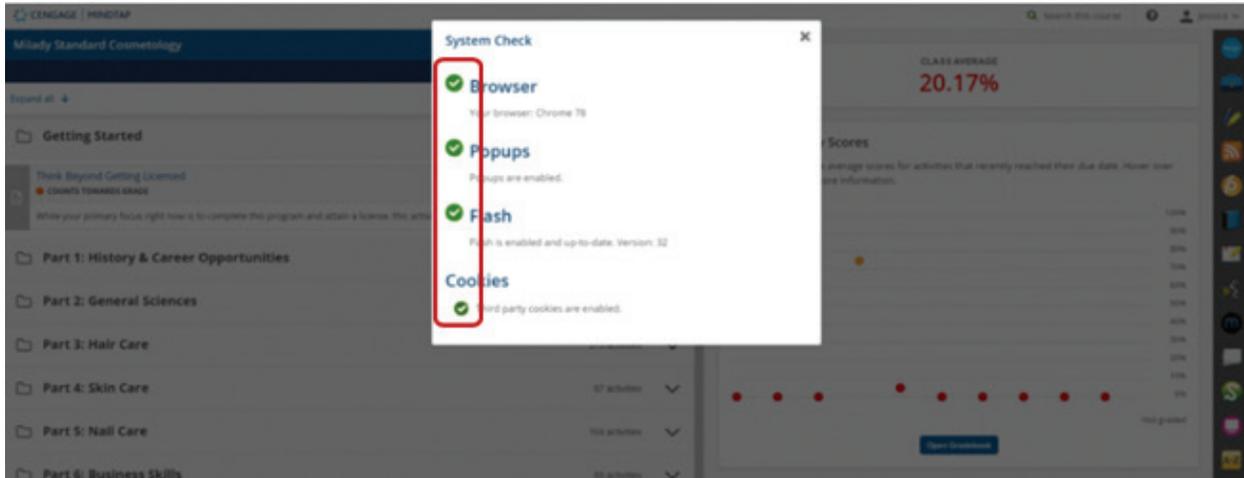**4**   Trouble shoot by allowing browser permissions.

Please Note: Location of permission settings may vary upon browser you are using.

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5   MindTap will function optimally when all requirements have a green check mark.

6   Click the "X" at the right corner of the pop-up box to close.

Topic: Performing a System Check
Level: Beginner
Intended For: Instructors, Lead Instructors/MindTap Admins

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