

Mentornet Online - Online student support guide

The problems discussed in this guide:

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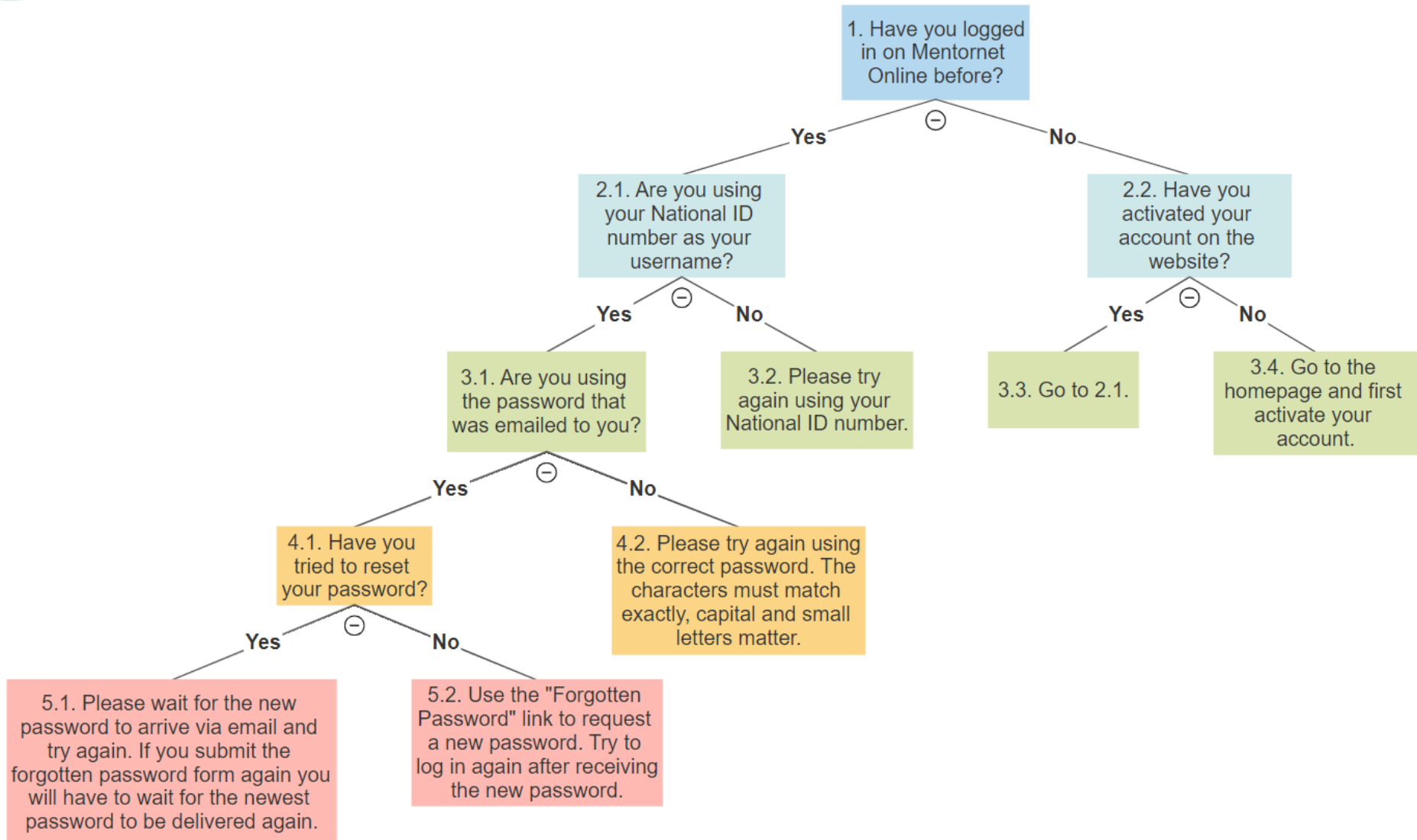
There is a diagram for each of these common problems. You can use these diagrams as a guide to work through these specific issues.

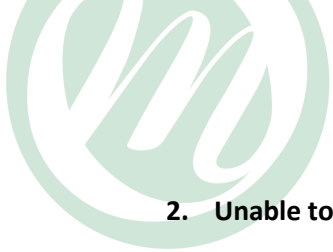
If you are unable to resolve your issue you can phone Mentornet at (012) 653 2119 and our friendly staff will guide you through possible solutions. If you are still not able to resolve the issue you can send an email to tech@mentornet.co.za. Please note, however, this email address is only checked in the evenings after 19:00 and a couple of times over weekends. Regretfully this route will take a bit more time thus students are encouraged to first attempt to resolve issues using this guide and by phoning Mentornet for additional support.

As a default, if none of the guides help you should try other web browsers and/or computers and also to clear all your browsing history (especially cookies), this sometimes works to resolve difficult issues. You can google “How to clear your history in _____” where _____ will be your browser name (such as google chrome, edge or firefox). So, an example of such a search could be “How to clear your history in google chrome”.

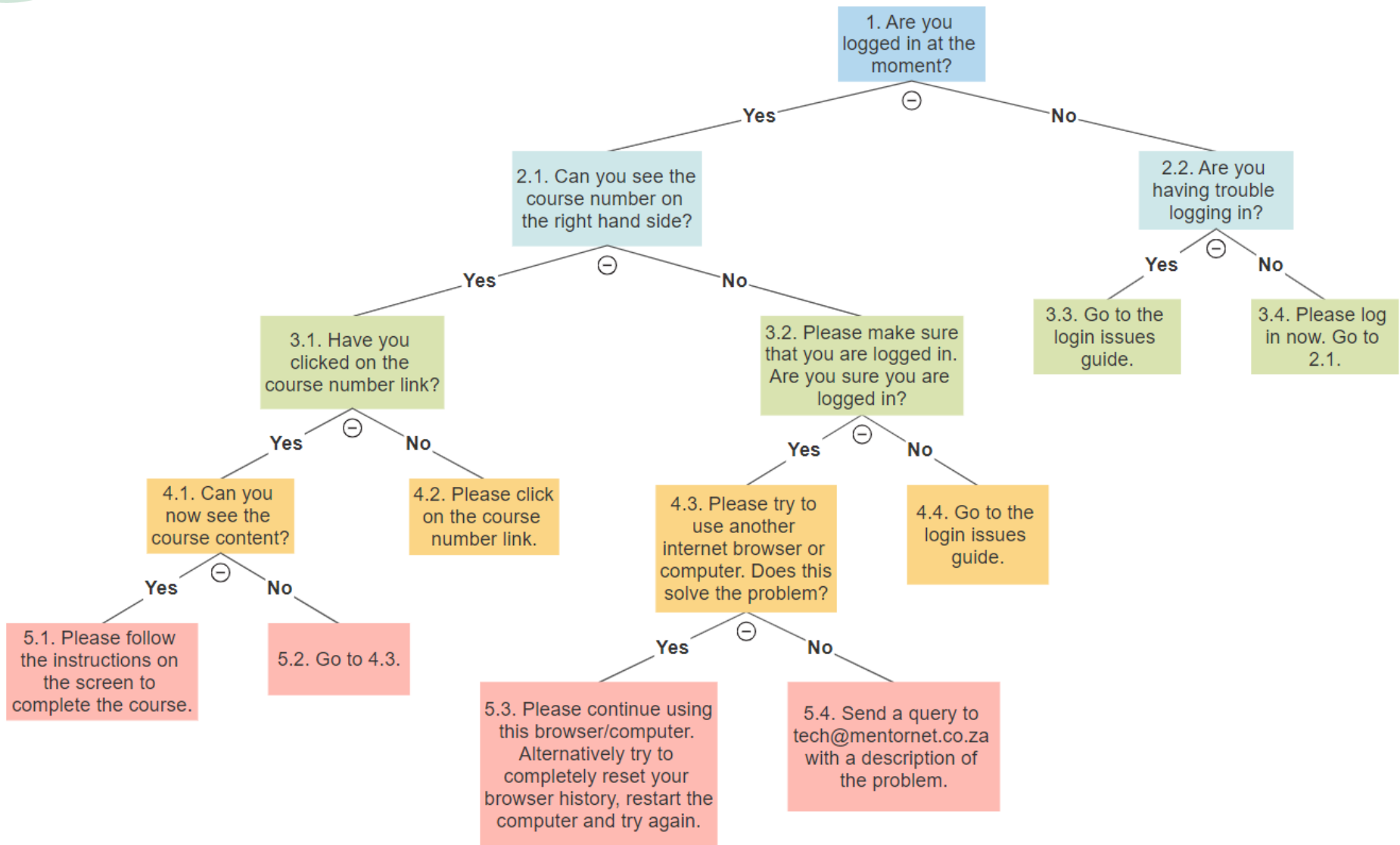


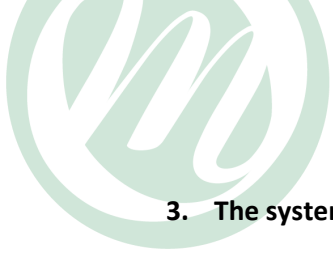
1. Trouble logging in



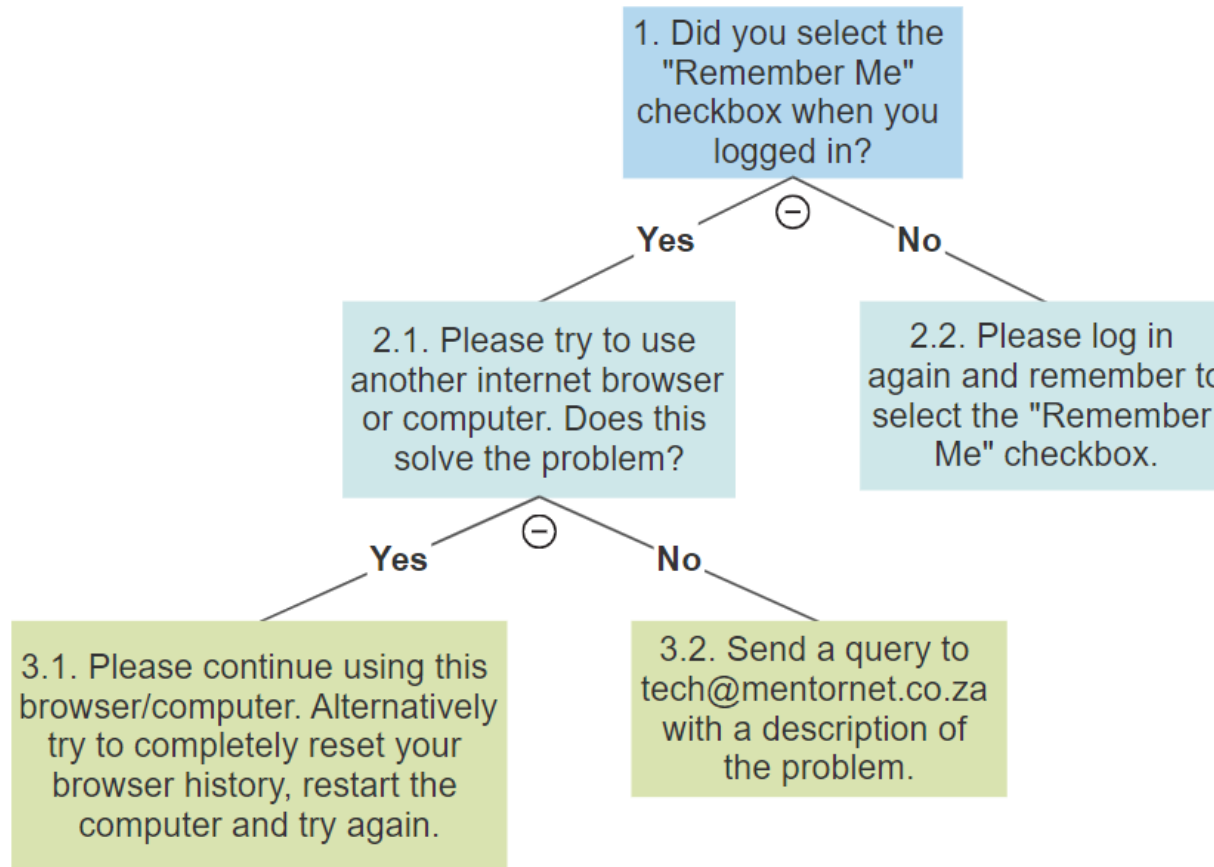


2. Unable to access the online course



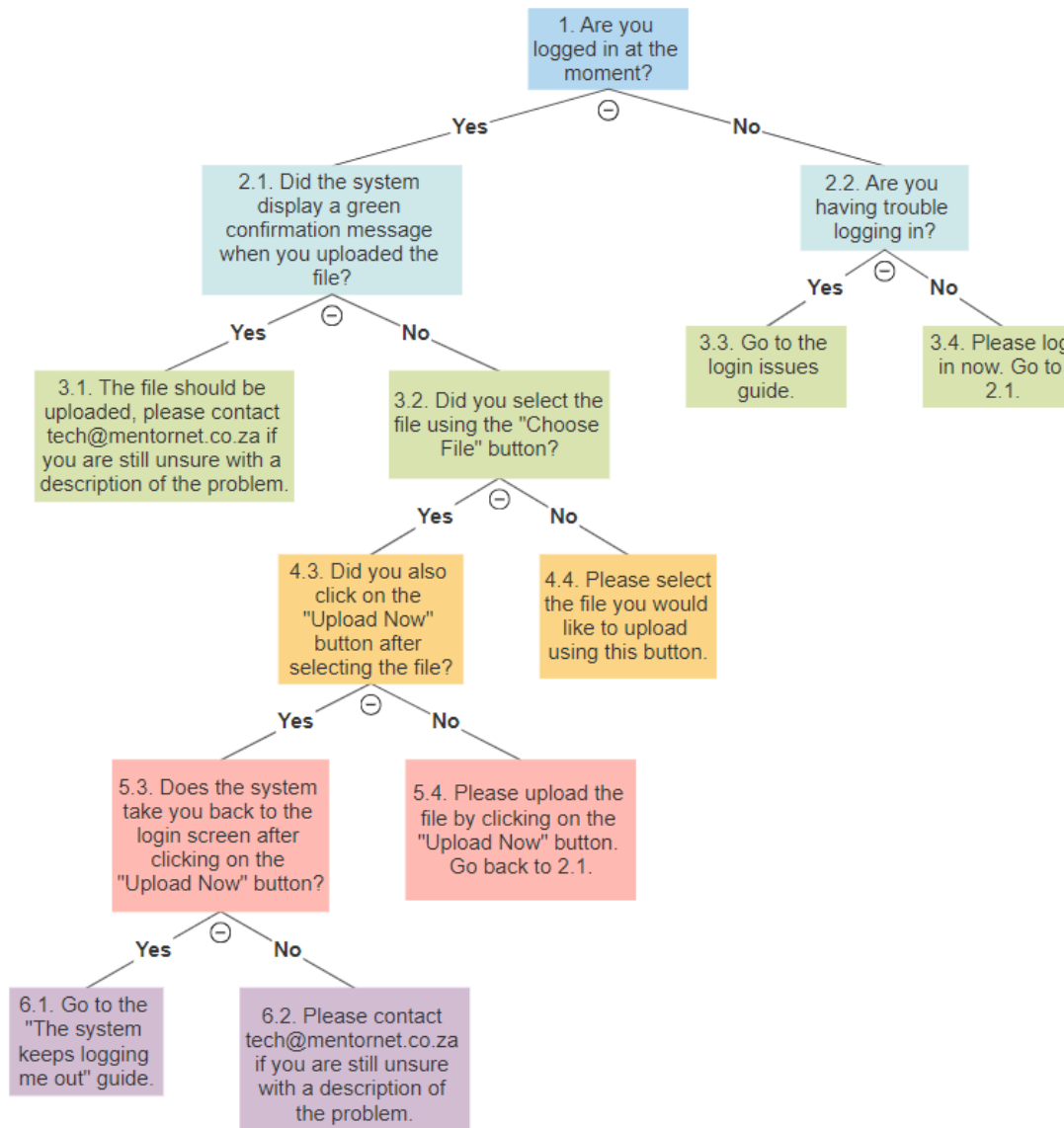


3. The system keeps logging me out (It takes me to the login screen)





4. Trouble uploading a file





5. Trouble activating my account (you can also watch the video on the home page)

