Web Assign Student FAQ’s

1. How do I access Web Assign?

At UCR, we link our Web Assign courses to iLearn. To access Web Assign, log in to iLearn, then go to “Student Tools” and click on “Web Assign”.

2. Do I need a class key from my instructor?

Since we link our Web Assign courses to iLearn, you will NOT need a class key.

3. What should I do if I bought an access code card but the prefix does not match when I try to enter it? How do I know I have purchased the correct access code card?

The UCR bookstore sells several different code cards for various courses, including math, statistics, physics, etc. When you purchase an access code card, please make sure that it matches your textbook. To check whether your code has the correct prefix, go here:

http://webassign.net/user_support/student/cards.html?prefix=Cummings-S

If you are not sure whether you’ve bought the correct code card, do not open it. Once opened, the bookstore will not accept it for refund or exchange.

4A. I tried to purchase an access code online but kept getting an error message or a PayPal’s error page. What can I do to complete the purchase?

4B. What can I do if my homework assignment is not loading properly/My homework does not load or my computer timeouts/My computer freezes when I use Web Assign/I am unable to type answers into the boxes?

Web Assign is having some compatibility issues with the new iLearn, version 9. The problems occur mostly when both iLearn and Web Assign are operating in the same window. The solution is as follows:

i. Log in to iLearn.

ii. Go to “Student Tools.”

iii. INSTEAD of clicking on Web Assign, RIGHT CLICK it and select “Open in a new window”. Web Assign will then open in a new window and this should solve the problem.

If the problem still persists, then trying clearing the cache and cookies first:
On Internet Explorer 8.0, go to the tool bar on the top of the screen, click on “Safety”, then select “Delete Browsing History”, then check “Temporary Internet files” and “cookies”, then hit “Delete”.

On older versions of Internet Explorer, go to “Tools” then select “Delete Browsing History”.

On Mozilla Firefox, go to “Tools” then select “Clear Private Data”.

Then try the above procedures again to open Web Assign in a new window. This should work. If you are having problems when using the Internet Explorer browser, try the above using the Firefox browser. Almost all students who used the Firefox browser reported no problems.

5. What can I do if I tried the above but I am still having problems downloading my homework assignment/My computer freezes when I use Web Assign?

Go to this page and check that your computer meets the minimum requirements and have the up-to-date versions of all the required plug-ins:

http://www.webassign.net/user_support/student/system_requirements.html

Most of the time it’s an individual computer’s problem which can be solves simply by using another computer. Most of the campus computers in the libraries and labs are compatible with Web Assign.

6. Which is the best browser for using Web Assign?

Web Assign works best with the Firefox browser.

7. What is a Lifetime of Edition (LOE) code and how can I use it in subsequent quarters?

The LOE code allows a students to take Math 9A, 9B, and 9C for the life of the edition of the textbook, as long as the school is still using that edition. The LOE code is linked to a student’s unique iLearn user name. Therefore, if a student registers the LOE code on iLearn and continues to access Web Assign through iLearn, the system should automatically recognize the LOE code in the subsequent quarters. There is usually nothing that a student needs to do.

However, problems can arise in several instances. For example, a student’s iLearn user name has changes; the student or the student’s Web Assign course is not properly linked to iLearn; the student did not register the LOE code through iLearn; etc. In most cases, the student can call WebAssign and have them reset the code and that will solve the problem. Their student support phone number is: (800) 955-8275.