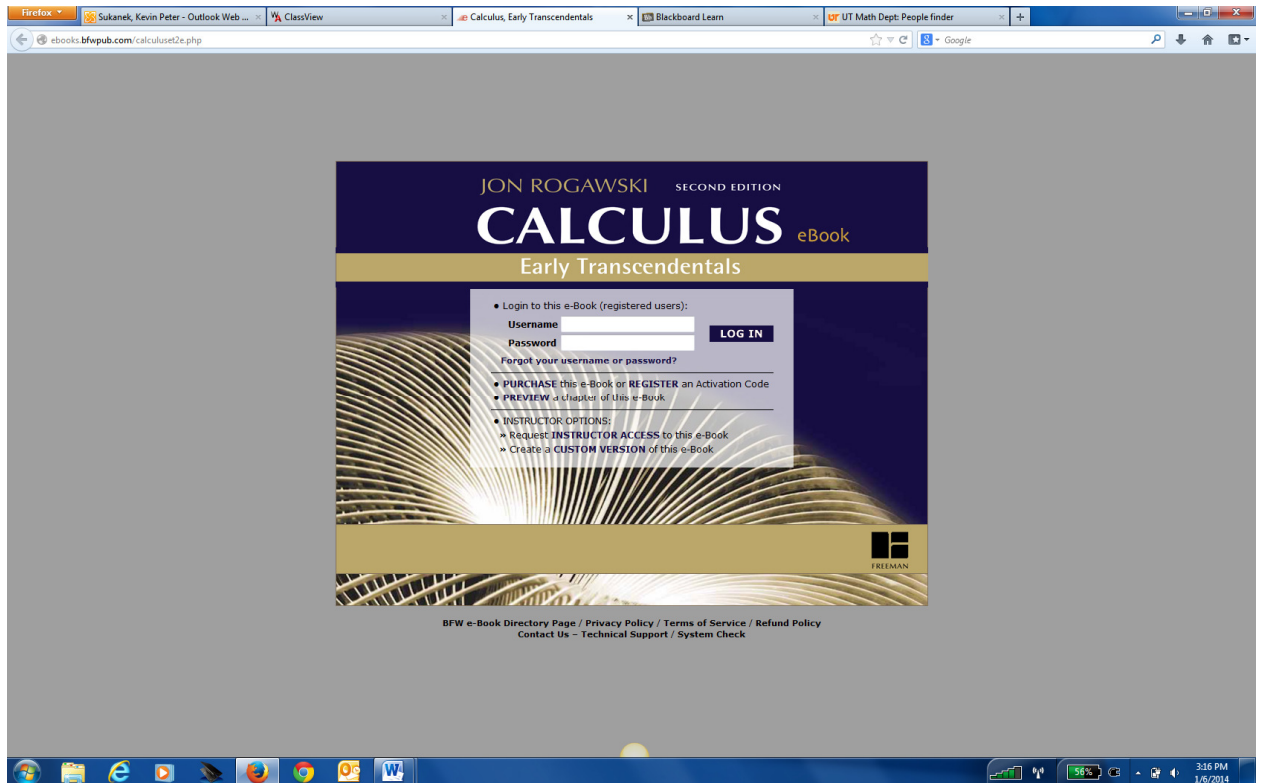# Issue with viewing the ebook from WebAssign:

Currently (Spring 2014) WA may be having some issues when one tries to view the ebook via Wa (this is applicable for students who purchased the ebook through Wa <u>and</u> instructors).

1. If you see the following screen when clicking on the ebook in Wa, you are having this technical issue.

2. This screen is not supposed to happen! First see if it is a cookie/cache issue. Delete your cookies/cache. If unsure how to do this, go to this webpage: http://webassign.force.com/wakb2/articles/FAQ/My-eBook-is-not-working/?q=ebook&l=en_US&fs=Search&pn=2 . Directions are in the sections entitled "If the ebook is asking you to log-in, you may need to clear your web browser's cookies/cache…" After clearing your cookies/cache, restart the browser and see if you can view the ebook.
3. If the problem persists, which it definitely may, contact Kevin Sukanek (ksukanek@utk.edu) and I'll work with Wa to find a temporary solution until Wa fixes the issue.