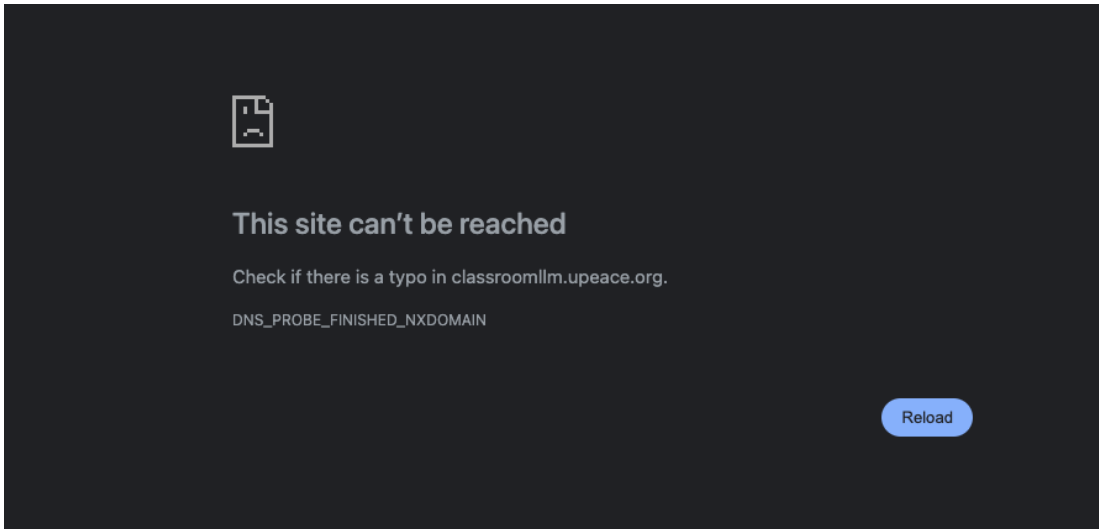# How to resolve issues related to Moodle Platform

Dear Students,

It was brought to our attention that some of you may be struggling with Moodle Platform with what seems to be a connection error.



Kindly refer to this advice list below in case you encounter any issues.

1. **Try Checking the internet connection by restarting the router.**

   Sometimes if the problem is related to the connections after having tried for some time to access the site, the browser will indicate that the site cannot be reached because too much time has been used trying to access it (one of the errors you had showed).

2. **Alternatively, you can try is to reset the network settings and check if it fixes the problem**.

   1-Click on Start then click on Settings
   2-Click on Network & internet
   3-Scroll down and click on "Advanced network settings"
   4-Click on the "Network reset", then click on the "Reset now" button
   5-Reboot your PC and check if you can access the websites without a problem

3. **You may also try to use the following link to log in on the website:**
   https://classroomllm.upeace.org/login/index.php

4. **Another thing that you can try, is to clear the browser cache/cookies:**

   1-Open the browser then press Ctrl+Shift+Delete
   2-Change the time range to "All time"
   3-Check all options then click on the Clear button.
   4-Relaunch the browser and check if the problem was fixed

   **! Note that this will delete all cached files including saved passwords and autofill information.**