

LMS Connection Error Issues

Fixes slowness, crashes, and other error messages.

1. Clear your history, cookies, and cache from your web browser

- ❑ How to clear **History** for the following:

- [Chrome](#)

- [Safari](#)

- [Firefox](#)

- [Internet Explorer](#)

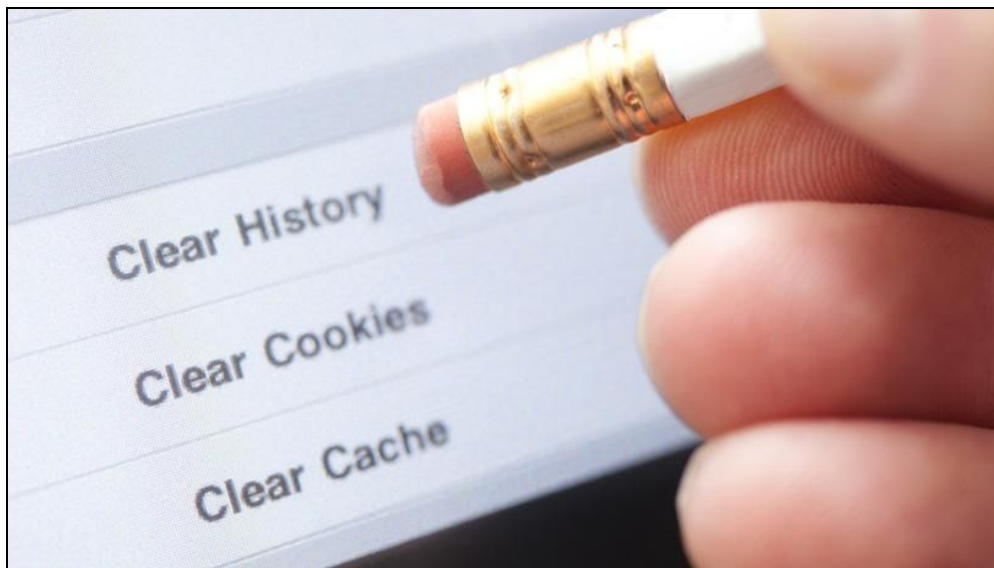
- ❑ How to clear **Cache** for the following:

- [Chrome](#)

- [Safari](#)

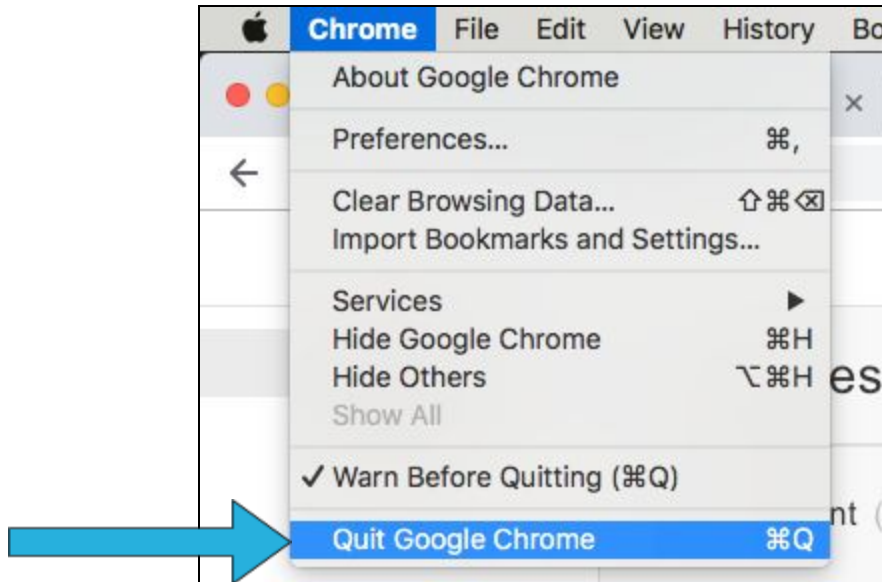
- [Firefox](#)

- [Internet Explorer](#)



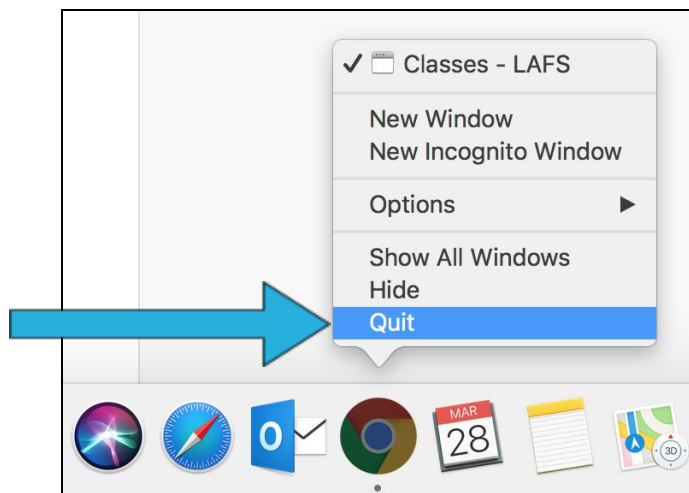
2. Then **QUIT** out of the web browser either by:


- ❑ Clicking on “Browser” at the top Menu Bar and click **Quit “Browser”**



- ❑ Pressing on the **Command Keys ⌘Q**

- ❑ Right clicking on “Browser” Icon on Dock or Desktop and click **Quit**



*Note: Make sure you **Quit** the browser and not simply clicking on the  of the window; this does not quit out of the whole application.*

3. Restart the computer.
4. Sign back into lms.lafilm.edu (you should not see this URL autofill in the web address bar, if it does, then you would need to redo Step 1 and clear both history and cache correctly).

STILL HAVING ISSUES?

If you keep experiencing these types of issues, contact [IMT Support](#)

Issues and Messages may include:

- Server Error
- Request could not be completed
- Unable to connect to the server
- Please refresh and try again

