WIthdrawal and Leave of Absence Notification Request Form Document Upload and Data Entry Error Troubleshooting

We have received reports of users experiencing intermittent challenges with entering data and/or uploading documentation to the Withdrawal and Leave of Absence Notification Request Form. These challenges occur more frequently for users that use Google Chrome as an internet browser or those that use a device that utilizes MacOS.

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Step 1 - If you experience these challenges, please attempt the following troubleshooting steps:

1. Attempt to submit the form using a private browsing or incognito version of your web browser.

Step 2 - If you continue to experience challenges after completing the steps above, please attempt the following troubleshooting steps:

1. Clear your internet browser's cookies and cache
   a. Google Chrome
   b. Mozilla Firefox
   c. Microsoft Edge
   d. Opera
2. Close all open internet browsers.
3. Relaunch your internet browser.
4. Return to the submission site to submit your form.

Step 3 - If you continue to experience challenges after completing the steps above, please attempt the following troubleshooting steps:

1. If you are on a device that does not operate on the Microsoft Windows operating system, please try submitting the form from a device that does; we recommend using a browser other than Google Chrome when attempting to submit your form using a device running the Windows operating system.

Step 4 - If you continue to experience challenges after completing all troubleshooting steps above

1. Please contact your advisor or other similar advising personnel to request assistance with submitting the form on your behalf.