

Common HTML Project Questions / Issues:

- **Apple Users:** APPLE USERS: be sure to test your files on a lab / windows-based computer.
- **I can't sign on to the server to upload. It says access denied.** Check the capitalization on your netid and password. If you still can't sign on, contact it.usf.edu/help.
- **I don't have a public_html folder.** See the 'Uploading using WinSCP' instructions on the Tips page.
- **I uploaded my files, but I get a 'forbidden' message when I get to the URL. There are a few things to check:**
 - Be sure that your web page is named index.html and that it is inside the public_html folder on the server.
 - Be sure your files are not in another folder inside public_html – just upload the files right into public_html.
 - Check your permissions – see the 'Uploading using WinSCP' instructions on the Tips page
- **My page works in IE but not Firefox, can I just tell the grader to view it in IE?** No. It has to work in both. Firefox is a little pickier than IE and requires the tags be correct (or close to correct). Also in Firefox, we can see the last modified date on the server - so we'll use that to grade.
- **My unordered (bullet) list works in Firefox but the bullets stay to the left margin in Chrome.** That is fine – we see that all the time and will grade the project in Firefox.
- **Do the tags have to be in the correct web pages or can I put the tags in either page.** They have to be in the correct web page (index vs. resume) but they can be duplicated in the other page.
- **Can I use my Word resume, a pdf or a jpg (image) and just link to that file?** No, there won't be any points given on the resume page if it's not done using HTML tags and notepad.
- **Can I use any kind of web page builder?** No - just HTML tags and notepad.
- **I am taking another class and we posted a web page, so I can't use index.html for my web page name. What should I do?** Instead name your index file *ism3011index.html* and then when you upload your files to Bb and tell us the URL in the comment area, be sure to note the new name of the index file so we can find the right web page.
- **I updated my web page on the server, but I see the same version when I check it.** Try deleting the files from the server and uploading them again. If that still doesn't work, it may be a web cache issue - where your browser has saved the web page and you are viewing the old version. Try clearing your cache in your web browser : Firefox --> click TOOLS, CLEAR PRIVATE DATA, then be sure CACHE is selected and clear it.
- **My link to my resume web page doesn't work.** Be sure that your links don't refer to a file on YOUR computer, for example if your anchor tag starts with:
``
it will not work once you upload it to the USF server – because we can't see your computer from the Internet. The code should start with: ``
- **My image file isn't displaying.**
 - As you are building your web page on your computer, be sure the image file is in the same folder as your web pages.
 - Also be sure that your link in your web page match the image name exactly, for example:
``
may not work if the image file name is DogPicture.jpg
 - Be sure that your links to pictures don't link to files on YOUR computer, for example:
``
will not work once you upload it to the USF server – because we can't see your computer from the Internet. The code should be: ``