WOW FAQs

Problem: Why can’t I open any folders? When I click on a folder nothing happens.
Solution: Zoom must be set at 100%. Click the Tools icon located in the top right corner of the Internet Explorer window. If Zoom does not say 100%, point to Zoom and then click on 100%

Problem: I can’t get to the login screen to log into WOW. I am getting “This page can’t be displayed.”
Solution: Make sure you are connected to VPN first with the UMaps or UMaSS-MFA groups before you try to log onto WOW. If you are not connected to VPN using one of these group profiles, you will not be able to access the login screen.

Problem: I am trying to use Firefox, or Opera and WOW is not working right.
Solution: WOW only works with Internet Explorer version 10 or 11.

Problem: I made some selections and ran a query, but the report does not show what I selected.
Solution: Correctly selected codes will be highlighted in blue. If the codes you tried to select are highlighted in gray, it means the codes are not being selected correctly. This is caused by holding down the CTRL key in between clicking on codes. Instead do this - click on the first code (which should highlight in blue), then move your mouse over the next code you want to select then press the CTRL key and click the code, then release the CTRL key. Mouse over the next code you want to select, press the CTRL key and click the code, then release the CTRL key, etc. In other words, you need to release the CTRL key in between clicking each code, and mouse over the next code and then press the CTRL key, then release, etc.

Problem: I have a weird white box on my screen after clicked OK to clear a pop-up window.
Solution: The white “shadow” left behind when you close a pop-up window (for example, if the query does not retrieve any results you will get a pop-up window that lets you know that “There are no records that match your request.”)
To get rid of the shadow, do a right-click with your mouse and select “Refresh” from the menu, or change Zoom to something other than 100%, but remember to change Zoom back to 100%.
Problem: I can’t export any reports. I get an error message when trying to export a report as .pdf
Solution: This could be caused by several things which you should consult your local computer support person for assistance. They may need to try to reset Internet Explorer back to default settings (Internet Options, Advanced, Reset include deleting personal settings). If all attempts do not remedy the situation, determine if there is a problem with the user’s Windows profile. Log onto a different Windows profile on the same workstation. Then log onto VPN, set up IE to use with WOW (i.e. trusted site, pop-up windows, Zoom 100%). Then have the user log onto WOW, process a report and see the export will work in the new profile. If export works in the new profile, then that indicates the user’s Windows profile may need to be redeployed.

Problem: The font is too small when Zoom is at 100%
Response: Unfortunately the application will not function correctly unless the Zoom is set to 100%. There are Magnifier applications available for Windows. Refer to this article: http://windows.microsoft.com/en-us/windows/make-screen-items-bigger-magnifier#1TC=windows-7

Problem: You are receiving an error message that says, “You were directed to this page because there may be an issue with the WOW Server or possibly your access.”
Response: Please send an email message to: wowadmin@umd.edu and let us know how you got to this page so that we can assist you.

What if I am having an issue that is not listed on the FAQs?
Response: Please send an email message to: wowadmin@umd.edu and explain your issue to us so that we can assist you.