

# Why doesn't the Log in button work? I enter my username and password to log in to Ozone and click the Login button, but nothing happens.

\*Disclaimer: Owens is not responsible for personally owned devices or software. Download software at your own risk. For safe computing, always download software from reputable sites.

We have received many calls concerning the Login button on the Ozone Login page not working in Internet Explorer, Mozilla Firefox and/or Google Chrome.



**Login**

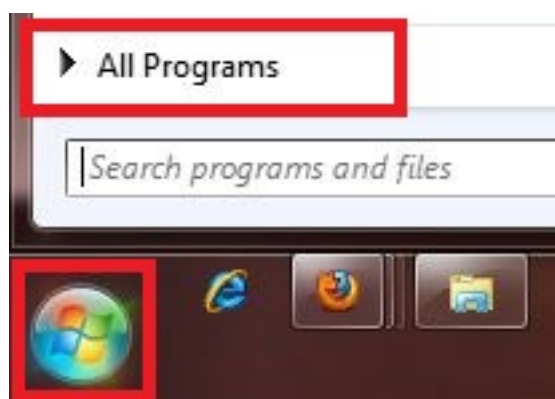
Username:

Password:

We have found one thing in common on the computers with this issue. Malware!

One way to test your PC to see if malware is causing links not to work or other problems is to try using Internet Explorer (No add-ons.)

- Click on your Start button or the round Windows button at the bottom left side of your screen, then click on All Programs.

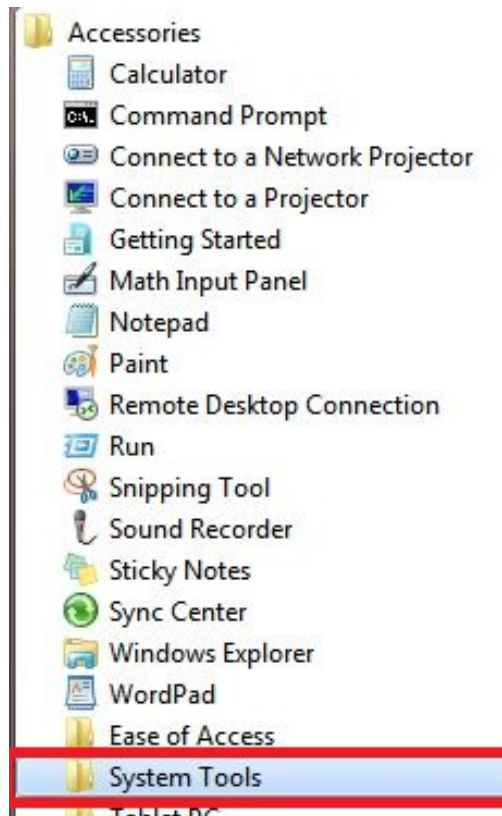


- Scroll up to Accessories and click to view all of the programs and folders inside

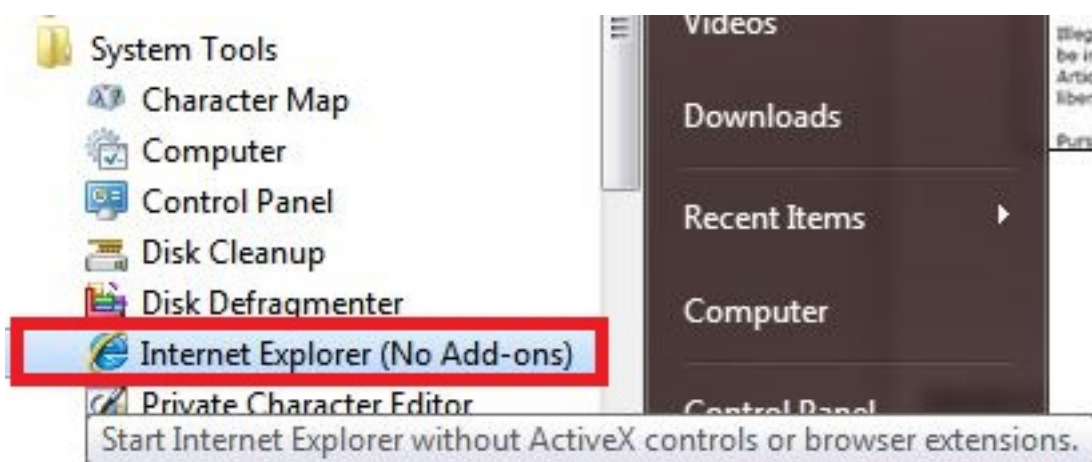
the **Accessories** folder.



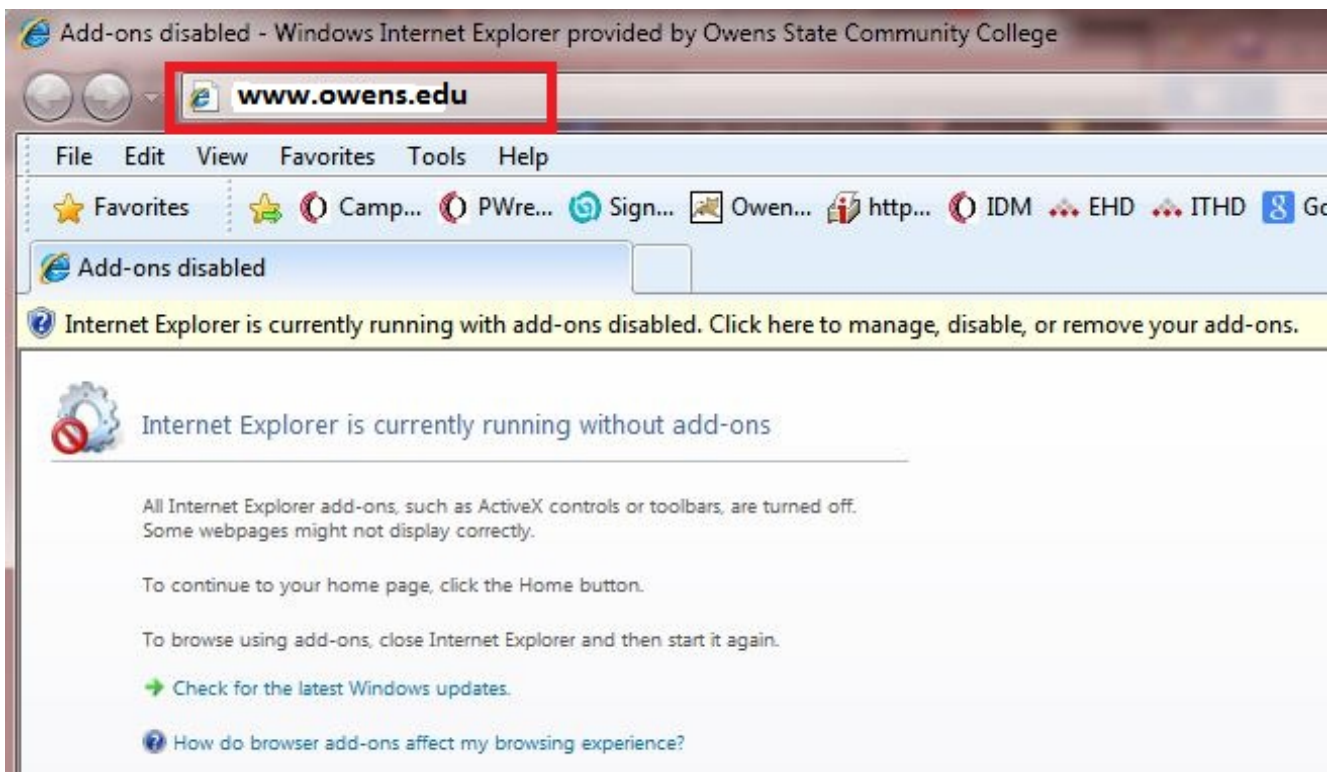
- Scroll down and click on the **System Tools** folder.



- Click on **Internet Explorer (No Add-ons)**



- Type [www.owens.edu](http://www.owens.edu) into the address bar and press Enter on your keyboard to go to the Owens website. Image below shows Internet Explorer (No Add-ons).



- Click the **LOG IN** button at the top right of the page.



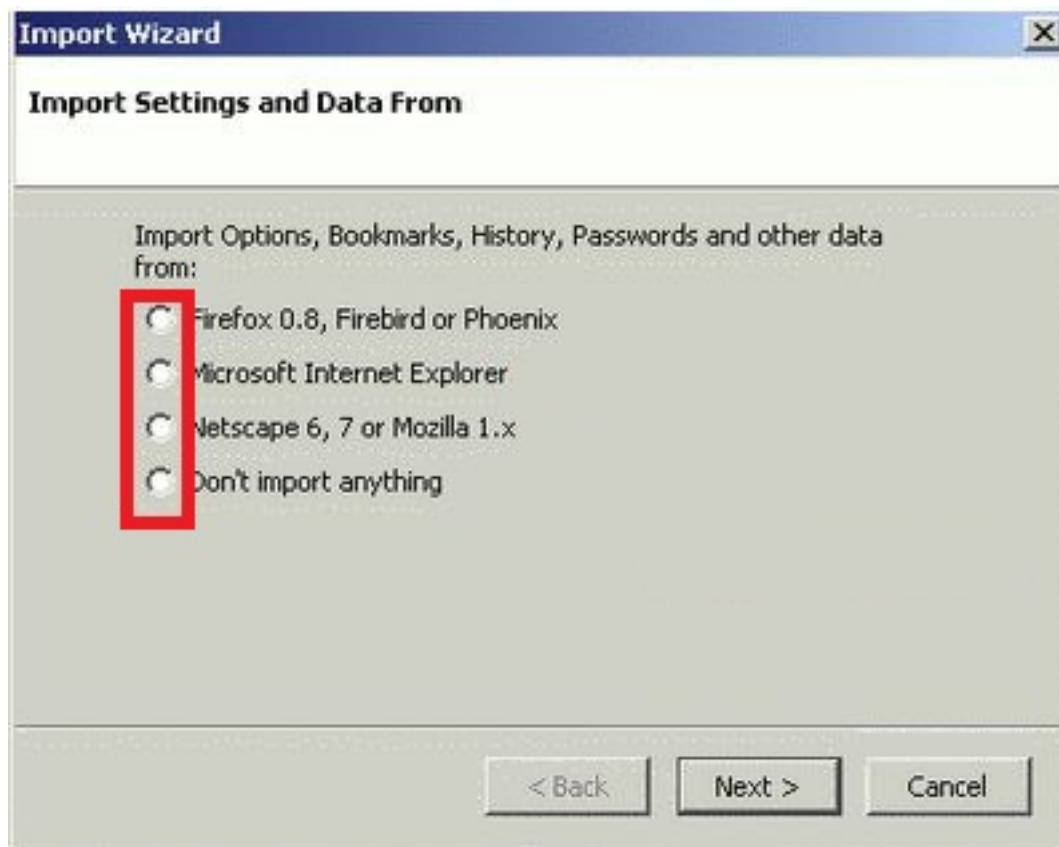
- Enter your username and password and click on the **Login** button. If the Login buttons works and you receive a username or password error, please call the IT Help Desk at 567-661-7120. You should run a malware removal program on your computer. You will need to continue to use **Internet Explorer (NO Add-ons)** until you have the malware removed.

A login form on a dark red background. The word 'Login' is written in large white letters at the top. Below it, there are two input fields: 'Username:' with the placeholder text 'firstname\_lastname' and 'Password:' with a masked password '.....'. Below the password field is a 'Login' button, which is highlighted with a red box.

- If you are using **Internet Explorer (NO Add-ons)** and the **Login** button still does not work, you should run a malware removal program on your computer.
- Try installing **Mozilla Firefox** from [www.mozilla.org](http://www.mozilla.org) by clicking the Free Download link

and following the installation wizard.

- Do not Import Settings and Data from any browser. Make sure that none of the items are selected.



- We recommend that you run a malware detection and removal tool on your computer. Below is some helpful information.

**\*Consider resetting your internet browser to default settings. Keep in mind that any saved passwords, history and other settings may be cleared when resetting browsers to default settings.**

**Links to resetting *Internet Explorer* to default settings can be found here:**

<https://www2.owens.edu/faq/entry/424/>

**\*\*If you are using *Mozilla Firefox*, consider resetting to Defaults. Keep in mind that any saved passwords, history and other settings will be cleared. Instructions to reset Firefox to default settings can be found: <http://support.mozilla.org/en-US/kb/reset-firefox-easily-fix-most-problems>.**

**\*\*\*If you are using *Google Chrome* consider resetting to Defaults. Keep in mind that any saved passwords, history and other settings will be cleared. Instructions to reset Google Chrome to Default settings can be found:**

<https://support.google.com/chrome/answer/3296214?hl=en>

Although we do not support personally owned devices, we can recommend that you use a malware removal program to remove the offending malware. Try a malware removal program such as [Malwarebytes](http://www.malwarebytes.org/) from <http://www.malwarebytes.org/>

If you do not have any Antivirus software installed on your computer we recommend that you install Kaspersky. Once you have the malware removed and your browsers and links work again, you can log in to your Ozone account and download and install your free copy of Kaspersky.

Information and tips for installing your free copy of Kaspersky can be found on our [owens.edu/faq](https://www2.owens.edu/faq) site.

- Student version: <https://www2.owens.edu/faq/entry/39/>
- Employee version: <https://www2.owens.edu/faq/entry/38/>

If you are unable to remove malware and find links such as the Login link to get into your Ozone account does not work, we recommend that you have your computer professionally serviced by a computer repair shop. Another indicator that you may have malware installed is that you may be seeing a lot of pop-ups when you browse the web.

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Information Technology Services -> Login and Password Help -> Why doesn't the Log in button work? I enter my username and password to log in to Ozone and click the Login button, but nothing happens.

<https://www2.owens.edu/faq/entry/388/>