



GW Housing e-Services Technical Requirements and Troubleshooting Guide

GW Housing e-Services works with a variety of web browsers including Google Chrome, Mozilla Firefox, Safari, and Internet Explorer on traditional computers in addition to phones and tablets. In order for the housing portal to work properly make sure that you have the most up-to-date version of your web browser.

Supported Browsers

- Google Chrome 21+ for PC
- Mozilla Firefox 8+ for PC or Mac
- Safari 5+ for Mac or iPad
- Internet Explorer 9.x, 10.x, 11.x for PC (with compatibility mode “Off”)

Hardware Requirements

- CPU with 1 GHz Pentium 4 minimum
- 2 GB of RAM
- 5 GB of free space on hard drive minimum
- 10 Mbps Ethernet card
- 1280 x 1024 display @ 64k colors

Browser Specifications

- Our website utilizes pop-up windows in certain situations, in most situations you will be prompted to enable pop-ups on our site when necessary
 - Please remember to be careful when enabling pop-ups on your browser, **we do not suggest you enable pop-ups for all sites**, but instead mark our site as a trusted website that allows pop-ups
- If you view our site at lower resolutions than specified you will be limited to a smaller amount of visual content on the screen at a time, to view non-visible content either utilize the scrollbars within your window or zoom out (“CTRL” + “-“ to zoom out, “CTRL” + “=” to zoom in)
- While not required, enabling JavaScript can help to remedy issues you may be having on our website

Please keep in mind that upgrading your browser or installing new security software or security patches may affect your JavaScript settings. It is a good idea to double-check that JavaScript is still enabled if you notice problems.

Troubleshooting

- If you continue experiencing issues and have verified that you have the most up-to-date version of your browser, JavaScript is enabled, and allowed pop-ups for our site then please contact the GW Housing Office
- If you do not see any links or buttons on our website, try disabling any extensions you may have active on your browser
- You may be having issues if you:
 - Have already filled out a contract or application for the same period of time you are applying for
 - Have already applied for a residency exemption or housing cancellation
 - Have not claimed your GW net ID (the part of your email before “@gmail.gwu.edu”)