



PRAIRIE VIEW A&M UNIVERSITY

A Member of the Texas A&M University System

February 8, 2008

OFFICE OF BUSINESS AFFAIRS MEMORANDUM No. FY 08-31

Distributed via Campus Email

TO: University Staff

FROM: Mary Lee Hodge
Vice President of Business Affairs

RE: Problem with Canopy Access

Several employees recently reported “certificate” problems when trying to access Canopy. They are receiving this error because they are accessing an old server address whose certificate has recently expired. To avoid this problem in the future, please change your Canopy bookmarks to the following address: <http://canopy.tamus.edu>.

If you are still having problems accessing Canopy, it is probably because the old link is still in your browser’s cache. In order to remove the old link, you will need to clear your cache, close your browser, and reopen it.

In Internet Explorer (I/E) 7.0, cache can be cleared by clicking on ‘Tools’, ‘Internet Options’, under ‘Browsing history’ click on ‘Delete’, then under ‘Temporary Internet Files’ click on ‘Delete files’.

If further help is needed with instruction to clear cache, you may contact the Help Desk at 936-261-2525.

xc: Ms. Betty Ricks-Harris
Mr. Luis-Pablo Grijalva