

Redirected to this solution (403 error) when visiting a MyWeb or Depts website

Symptoms

You may be redirected to this solution when visiting a page on one of the following websites:

- myweb.ttu.edu
- www.myweb.ttu.edu
- www.depts.ttu.edu

Cause

One of the following may be true:

- The path in your browser's address bar may not be correct.
- The administrator of the website may not have placed a default page inside the root or a sub-folder of their web space.
- You may not have the permissions required to view the website you specified.

Solution

1) Make sure you typed the correct address for the website.

2) After the website administrator activates their web service, they need to create a default page in the root folder of their account. The default page should be saved as one of the following file names:

- index.php
- index.asp
- index.aspx
- index.htm
- index.html
- default.php
- default.asp
- default.aspx
- default.htm
- default.html
- home.php
- home.asp
- home.aspx
- home.htm
- home.html

Only one of these files is needed. This file is the page that is displayed when users browse to:

- https://myweb.ttu.edu/eRaider_username
- https://www.myweb.ttu.edu/eRaider_username
- https://www.depts.ttu.edu/department_name

Check with the website administrator to see if they have saved a default page for their website.

3) Make sure you have permissions to access the website. Some websites are not accessible anonymously and require you to authenticate. In these cases, you should be presented with a prompt asking you to sign in. Be sure to enter the appropriate credentials to access the site, and contact the administrator of the site if you need to gain access.

OUTCOME

You should be able to view the requested website.

Solution Properties

Solution ID

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