

Web-based Training Modules Trouble-Shooting Tips

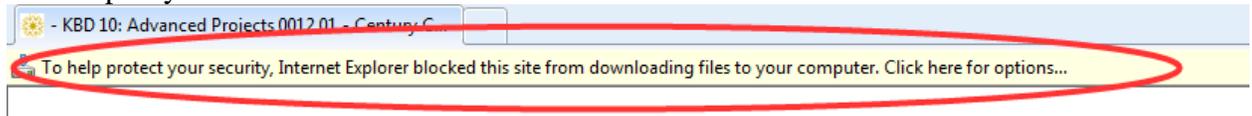
1. Minimum computer requirements to view web-based training:

Flash Player 6.0.79 or later (<http://www.adobe.com/go/getflash>) (Flash Player 7 or later recommended), and one of the following browsers (*the stated version or later*):

- **Windows:** Internet Explorer 6, Firefox 1, Google Chrome, Safari 3, Opera 9.5, Netscape 7, AOL 8, CompuServe 7
- **Macintosh:** Safari 3 and later, Firefox 1.x and later, Google Chrome
- **Linux:** Firefox 1, Opera 9.5, Konqueror 3.3.1

2. The module does not open.

- Your pop-up blocker may be on. To allow the module to open, right click the yellow bar at the top of your screen:

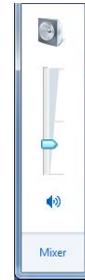


- You may be prompted to Open (to simply open the document) or Save (to save the document to your local drive). Select **Open**.



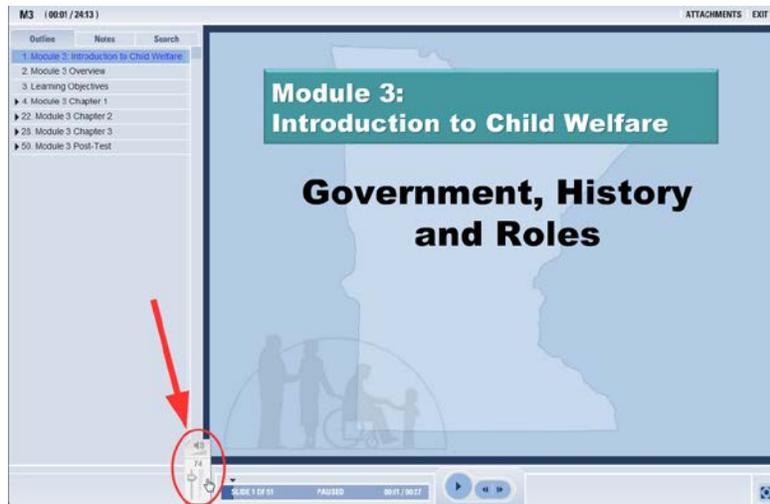
3. I can't hear the audio.

- Check the volume settings for your computer speakers; there may be an icon in the lower right corner of your screen: 



Adjust computer volume by dragging the volume level with your cursor:

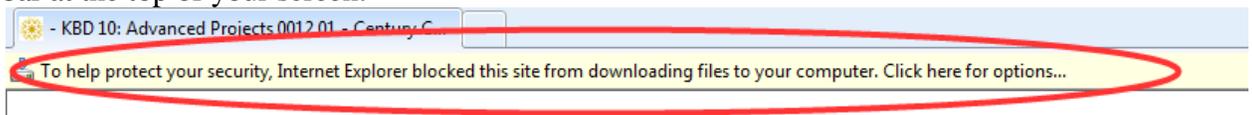
- Check volume levels in the web-based module:



- If neither of these work, please contact your IT staff to find out about audio configuration of your computer.

4. I can't open the attachments located in the Attachments tab.

- Attachments are in .pdf format. You need a .pdf reader on your computer. Adobe pdf reader is free, at <http://www.adobe.com/products/reader/>
- Your pop-up blocker may be on. To allow an attachment to open, right click the yellow bar at the top of your screen:



- You may be prompted to Open (to simply open the document) or Save (to save the document to your local drive). Open the document to view and print; you may then save it to your local drive.



5. Video clips (in Modules 1, 10 and 12) are choppy.

This has to do your Internet connection speed. It's also possible that your video download speed is slow or inconsistent. In this case, you can try pausing the video until the entire stream is downloaded and then playing the video. Occasionally, an incomplete copy of a video can get stuck in your cache and never fully download.

6. I cannot see the full list of screens in the Outline tab.

This may sometimes happen; click to Notes view, and then back to the Outline view; the full Outline should appear.

7. The Notes tab does not display the complete text.

Select the Notes tab twice, and the complete text should display.

8. My computer screen is frozen.

From your PC keyboard, select Ctrl+Alt+Del to pull up a task list (a list of programs that are open on your computer). Your browser will show as either Not Working or Running. In either case, select or highlight your browser on the list, and then select End Task. The web-based training window will close, and you will have to re-log into the training.

If this happens regularly, consult with your IT department for solutions.

9. I had to leave the Post-Test in the middle. Are all my answers lost?

Your answers are saved in the DHS learning management system. You can restart the test where you left off.

10. Can I go back and change an answer in the Post-Test?

You can review the slide and see how you answered the question, but you cannot change your answer after you have clicked Submit.

11. How do I re-take the Post-Test?

Navigate to the screen immediately preceding the Post-Test and click to the next screen, the Post-Test.