

Frequently Asked Questions for Online Trainings

1. **I cannot Sign-In...**
 - a. Try Forgot Password link on the Sign-In page.
 - b. Contact us to have your sign-in information reset to the default.
 - When in doubt; possibly enter your first initial and last name (ex: srucker) for your Member ID and password is first Initial last name (or) first name, all lowercase, no spaces.
 - Do not create another "New Member" profile.
2. **I cannot begin the training...**
 - a. Confirm with your supervisor that they have "authorized" you to take this online training.
3. **I click to begin the training and nothing happens...**
 - a. IE6.0 Users:
 - Hold Control Key (Ctrl) while clicking.
 - Still have issues turn off Pop-up Blocker.
 - Tools - Pop-up Blocker - Turn Off Pop-up Blocker.
 - b. IE7.0 Users:
 - Hold Control+Alt Key while clicking.
 - Still have issues turn off Pop-up Blocker.
 - Tools - Pop-up Blocker - Turn Off Pop-up Blocker.
 - c. Fire fox Pop-up blocker:
 - To Turn Off Pop-up Blocker.
 - Tools – Options - Content - Uncheck Block pop-up windows.
 - To allow our website to launch the Online Training.
 - Tools – Options - Content - Click Exceptions.
 - Type in our address of web site and click Allow.
4. **I go through training intro but get an error page when I get to the "Pre Quiz"...**
 - a. Confirm that the *latest version* of Flash Player has been downloaded.
 - <http://www.adobe.com/downloads/>.
 - b. Confirm with your IT Department that the latest version or update has been installed for your current Operating System.
5. **How do I go navigate in the training?**
 - a. Use the back and forward arrows to navigate through the course.
 - b. You cannot go back during a quiz.
 - c. You only have to do the pre-quiz once but the post-quiz will keep coming up until you pass.
 - d. If you quit the post-quiz you will have to start it over.
 - e. You can also use Course Contents on the left to navigate through a course.
 - f. Use List of Courses to navigate between the courses.
6. **How do I quit?**
 - a. Click X to close the training.
 - b. You can continue from the same location when you launch the training next time.
7. **Can I minimize/maximize screen?**
 - a. Yes, Use the Minimize/Maximize button to adjust the screen size.
8. **Where does my feedback go?**
 - a. Feedback is sent to the Content Team at Training and Technology Team.
9. **How do I print my certificates for the online trainings?**
 - a. Sign on to the website.
 - b. Go to your Profile information
 - c. In Training Info, find the training that you want.
 - d. Click on "print" from the E-Cert/E-Ver column.
 - e. You can also print your certificate from the Transcript tab in the Training.