

Troubleshooting

The intent for this guide is to equip internal training developers with basic troubleshooting techniques. If a user is experiencing technical difficulties, the methods outlined in this section are basic resolutions to the problems that are typically encountered with computer-based modules. If these methods do not solve the issues that the user is experiencing, direct them to the Technical Solutions Team.

Browsers

Now that flash is being phased out and replaced by html5, most CBTs will work best in Google Chrome and Edge while Internet Explorer will produce difficulties for users. If users submit a screenshot, always check which browser they're using and advise accordingly.

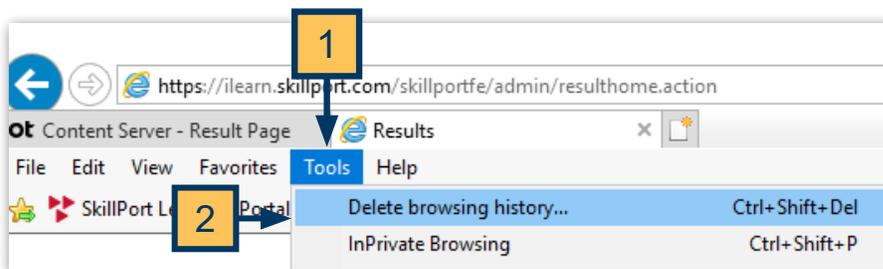


Clearing the Cache

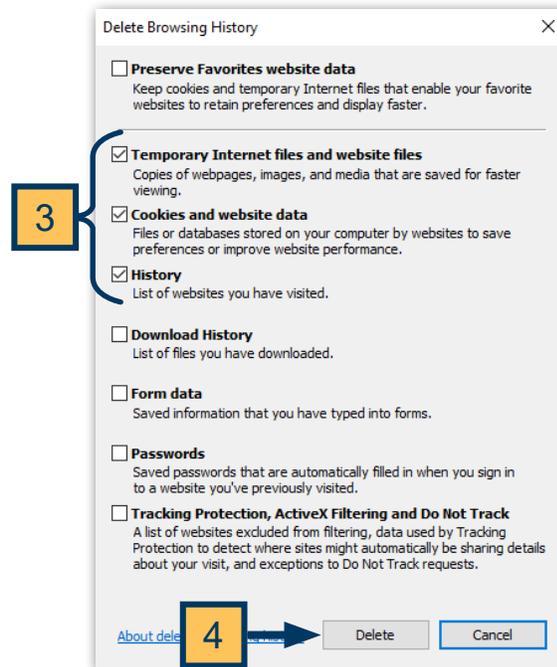
If the user is ever experiencing internet loading issues but the internet connection is strong, it is recommended that they clear the cache. Clearing the cache will remove cookies brought on through web browsing and may speed up loading times and optimize the display (i.e., buttons for opening up internet pages).

Internet Explorer

1. With the Internet Explorer browser open, **CLICK Tools**.
2. **CLICK Delete Browsing History**.



3. CHECK **Temporary Internet Files and Website Files**, **Cookies and Website Data**, and **History**.
4. CLICK **Delete** to clear the cache.

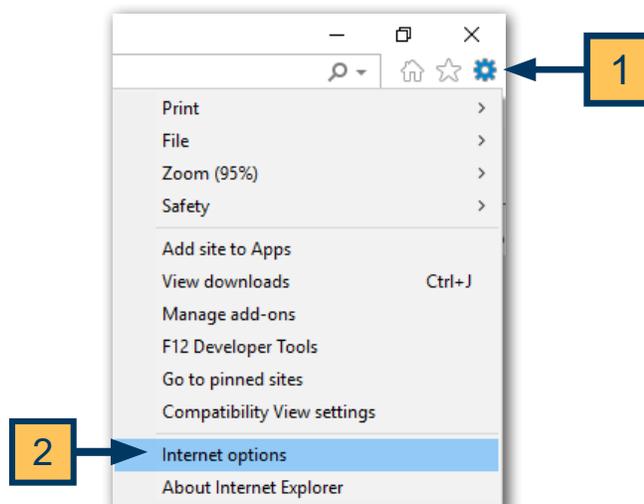


Performing a Hard Reset in Internet Explorer

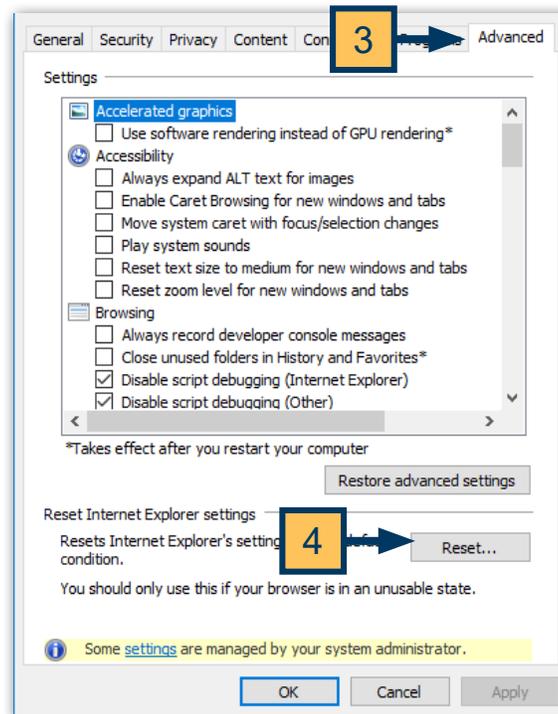
If changing the browser and clearing the cache does not work, performing a hard reset of Internet Explorer is usually the next best solution. Users may have changed their settings or installed add-ons which changed their settings in the background. The easiest fix is a full browser reset.

Resetting Internet Explorer will not delete bookmarks, but it will disable add-ons and restore security, privacy and other settings to their defaults. The process will clear all saved passwords.

1. With the Internet Explorer browser open, CLICK the **Tools** gear icon.
2. CLICK **Internet Options**.



3. CLICK the **Advanced** tab.
4. CLICK **Reset**.



5. CLICK to select **Delete Personal Settings**.
6. CLICK **Reset**.

