

Troubleshooting

The intent for this guide is to equip internal training developers with basic troubleshoing 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 reccommended 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.

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Print			>		
File			>		
Zoom (95%)			>		
Safety			> ·		
Add site to Apps					
View downloads		Ctr	l+J		
Manage add-ons					
F12 Developer Tools					
Go to pinned sites					
Compatibility View set	tings				
Internet options					
About Internet Explore	r				



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

General Security Privacy Content Con 3 Advanced					
Settings					
Accelerated graphics Use software rendering instead of GPU rendering* Accessibility					
Always expand ALT text for images Enable Caret Browsing for new windows and tabs Move system caret with focus/selection changes Play system sounds Reset text size to medium for new windows and tabs Reset text size to medium for new windows and tabs Reset zoom level for new windows and tabs Browsing Always record developer console messages Close unused folders in History and Favorites* Disable script debugging (Internet Explorer) Disable script debugging (Internet Explorer)					
< >>					
*Takes effect after you restart your computer					
Restore advanced settings					
Reset Internet Explorer setting Resets Internet Explorer's setting Reset Condition. You should only use this if your browser is in an unusable state.					
Some <u>settings</u> are managed by your system administrator.					
OK Cancel Apply					

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

