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"What are the System Requirements for running the training on my computer?"

"I have reviewed all the sections of a course, but my checkmarks are not being recorded."

"I clicked on the next course and it displays one I have already completed."

"The course window seems stuck on loading dots."

"The course window loads, but the center is white (no loading dots)."

"I clicked on the '*Launch*' button for a course and nothing happened."

"My certificate printed on two pages."

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(800) 956-0333 or customerservice@learnatvivid.com

1

"I'm Stuck on Loading Dots"

Check to be sure your machine/network is not blocking streaming media.

Check to be sure you have Adobe Flash Player version 11 or later installed on your machine.

Check to be sure your Adobe Flash Player Settings are set to allow at least 100MB of data to be downloaded to your machine.

"I'm Stuck on a Blank Screen"

Check to be sure you have Adobe Flash Player version 11 or later installed on your machine.

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2

"I Clicked *Launch* and Nothing Happened"

Because a course opens in a new window, the most likely reason for this is a pop-up blocker on your computer is preventing the window from opening.

Turn off all pop-up blockers, including any on your Internet browser and all toolbars you have installed on your system.

"My Certificate Printed on Two Pages"

You most likely need to adjust your print settings, selecting either "Shrink to one page" or "Scale to fit" in the Print window.

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System Requirements

You will need the following to access the online training:

A Computer with Internet Access and Audio Capabilities

Monitor with Resolution set to at least 1024x768

Internet Browser: Internet Explorer 9+ / Firefox 30+

Flash Player: Version 11.0 or better

JavaScript enabled in your Browser

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Computer with Internet Access and Audio Capabilities

Operating System
Your computer should be a multimedia computer with Windows Vista/7/8 or Macintosh operating system.

Internet Connection
We recommend a broadband (DSL, Cable, etc.) internet connection for an optimal training experience.

Audio Capabilities
Most of our online courses have an audio component. You will need speakers or headphones to listen to the audio.

*<u>NOTE</u>: All pop-up blockers should be disabled, or your website training address should be added to your Safe list.

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Monitor Resolution

To ensure the entire lesson is displayed on your screen, your monitor resolution must be set to at least 1024 x 768. Anything less and you may not be able to progress through the lesson. If the pictures appear too small on your screen, consider lowering your resolution to 1024x768.

Internet Browser

The online courses are optimized for Microsoft Internet Explorer 9+ and the latest versions of Mozilla Firefox. Please check your browser version before entering the online courses.

__NOTE__: Make sure your browser's cache settings are set appropriately to allow the training to run properly.

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Flash Player

Flash Player allows your browser to play a variety of internet media, such as audio, video, and animations. If you need the Flash Player plug-in, go to: http://get.adobe.com/flashplayer/

Version 11.0 or better is recommended. If you need to check which version of Flash Player is installed on your computer, go to: http://www.adobe.com/products/flash/about/

Adjusting Flash Player Settings

1. Make sure your Adobe Flash Player is up to date (see above).
2. Open one of the training courses in a new window.
3. Hover your cursor over the content image, and **Right-Click**.
4. Select **Settings** from the list of options that appears.
5. Click on the **file folder image** along the bottom of the "Adobe Flash Player Settings" dialog box that appears.
6. Adjust the "Local Storage" slider bar to **100 KB** or more.
7. Click the **Close** button.
8. Hover your cursor somewhere over the white space outside the content area of the training window, and **Right-Click**.
9. Select **Refresh** or **Reload** from the list of options that appears.

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JavaScript Enabled

JavaScript allows your Internet browser to initiate the playing of a variety of internet media.

To enable in Internet Explorer:

1. Click on **Tools** in the menu bar near the top of the browser window and select **Internet Options**.
2. In the "Internet Options" dialog box that appears, click the **Security** tab.
3. Make sure the **Internet** zone option is selected, and click the **Custom Level** button.
4. In the "Security Settings" dialog box that appears, scroll down until you see the **Scripting** Options.
5. Select **Enable** for the option: **Active Scripting**.
6. Click the **OK** button to close "Security Settings", **OK** to close "Internet Options".
7. Close your browser down (all windows) and reopen.

To enable in Mozilla Firefox:

1. Click on **Tools** in the menu bar near the top of the browser window and select **Options**.
2. Click the **Content** icon, found near the top of the "Options" dialog box that appears.
3. Make sure the box is checked for "Enable JavaScript".
4. Click the **OK** button to close the "Options" dialog box.
5. Close your browser down (all windows) and reopen.

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Check Your Browser Version

1. Open your Internet browser.

2. Click on **Help** in the menu bar near the top of the browser window and select **About [Browser Name]**.

3. The small window that pops up will display what version is currently installed.

Recommended Versions

Internet Explorer

9 or above

Mozilla Firefox

30 or above

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Browser Cache Settings

If you're getting errors during training (including missing checkmarks from sections you've already completed, getting timed out after a few minutes, etc.), try the following:

For Internet Explorer:

1. Click on **Tools** in the menu bar near the top of the browser window and select **Internet Options**.

2. In the "Internet Options" dialog box that appears, make sure you're on the **General** tab.

3. Click the **Settings** button under "Browsing history".

4. In the "Website Data Settings" dialog box that appears, select the **Every time I visit the webpage** option.

5. Click the **OK** button to close "Website Data Settings", **OK** to close "Internet Options".

6. Close your browser down (all windows) and reopen.

7. Return to the training webpage and click the **Refresh** ( ) button next to the URL field at the top of the window; log in.

For Mozilla Firefox:

1. Click on **Tools** in the menu bar near the top of the browser window and select **Options**.

2. Click the **Advanced** icon, found near the top of the "Options" dialog box that appears.

3. Click the **Clear Now** button under "Cached Web Content".

4. Check the box next to **Override automatic cache management**, and change the limit cache to **50** MB of space.

5. Click the **OK** button to close the "Options" dialog box.

6. Close your browser down (all windows) and reopen.

7. Return to the training webpage and click the **Reload** ( ) button next to the URL field at the top of the window; log in.

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