Learning Center Computer and Security Settings

To allow your computer to communicate most effectively with the Learning Center, and update your training record with the proper completion statuses, please follow the instructions below.
Note: Please check with your Supervisor or IT staff, if applicable, prior to making any changes to your computer settings.

Choose the Internet browser you use:

	Google Chrome – <u>Go to Page 2</u>
	Microsoft Edge – <u>Go to Page 4</u>
	Mozilla Firefox – <u>Go to Page 7</u>

Security Warning Messages

Instructions on what to do with security warning messages that may come up while taking courses in the Learning Center are found on <u>Page 10</u>.

Frequently Asked Questions (FAQ)

Answers to common Learning Center questions are found on <u>Page 11</u>.

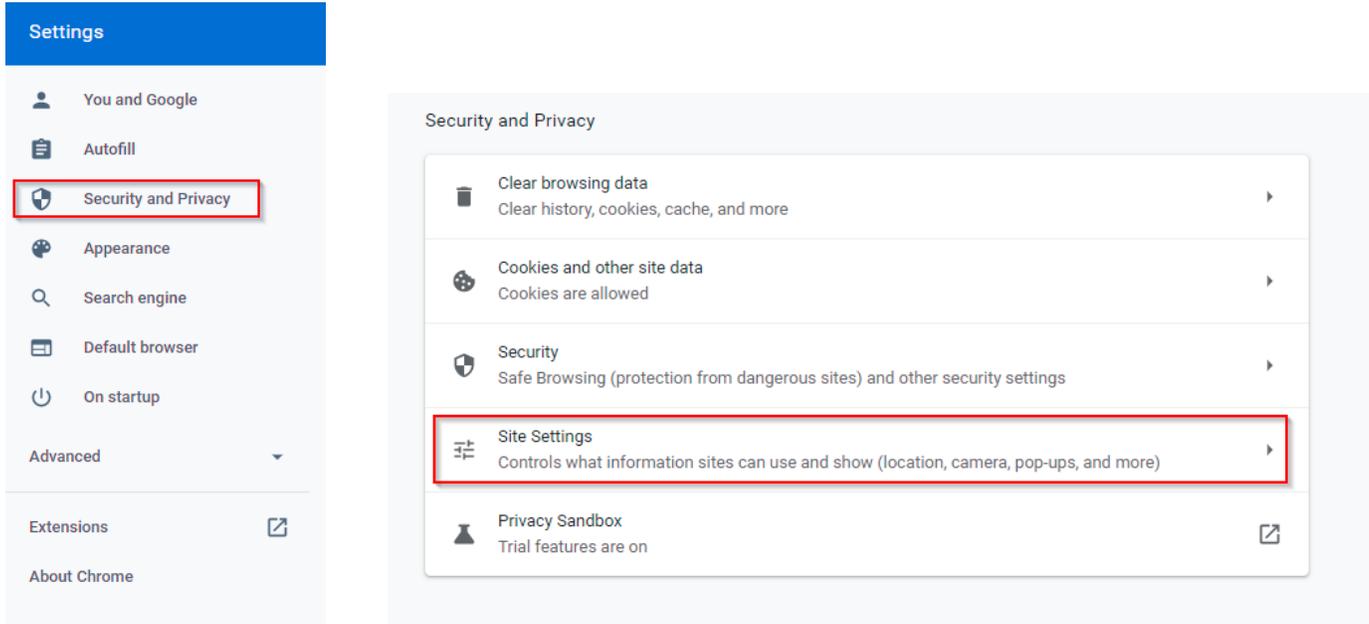## Contact Us

If you have any questions about the instructions in this document, please contact the Learning Center Registration Staff at <u>regstaff@uwosh.edu</u> or call 920-424-1071
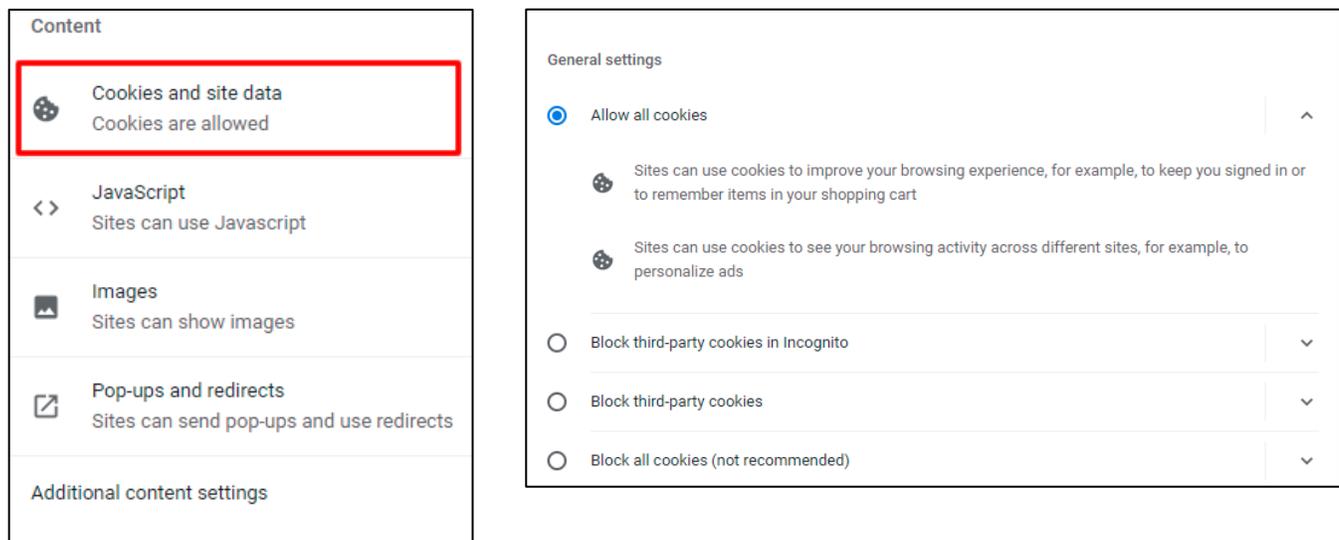
Instructions for Google Chrome

To change Cookie settings:

1. Click the Chrome menu ⋮ and choose "Settings" from the dropdown list.
2. In the Security and Privacy Section, click Site Settings to view more options.
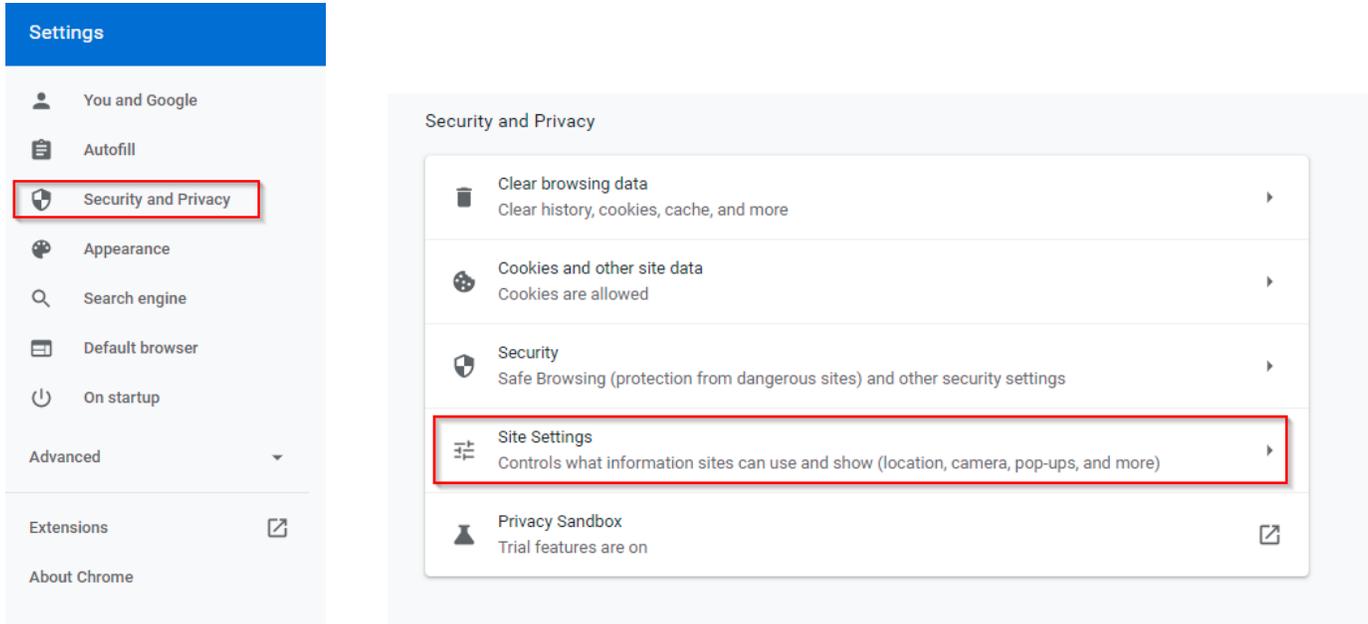

3. In the Content Section, select "Cookies and site data".
4. In the General settings section, select "Allow all cookies".

To change Pop-Up settings:

1. Click the Chrome menu ⋮ and choose "Settings" from the dropdown list.
2. In the Privacy and Security Section, click Site Settings to view more options.

3. In the Content section, select "Pop-ups and redirects"
4. Select "Sites can send pop-ups and use redirects."
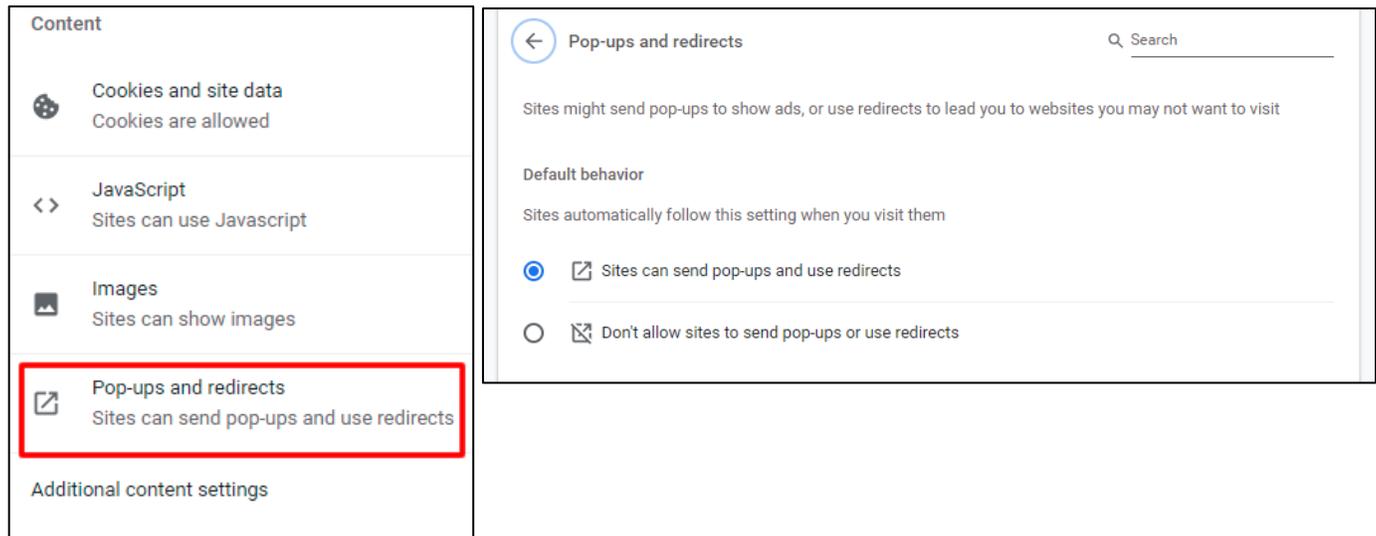
To clear the browser cache:

1. Click the Chrome menu ⋮ and choose "Settings" from the dropdown list.
2. In the Privacy and Security Section, click "Clear browsing data."
3. On the Advanced tab, make sure the Time range is set to "All Time."
4. Put checkmarks in the following boxes:
    a. Browsing history;
    b. Download history;
    c. Cookies and other site data; and
    d. Cached images and files.
5. Click the "Clear Data" button.
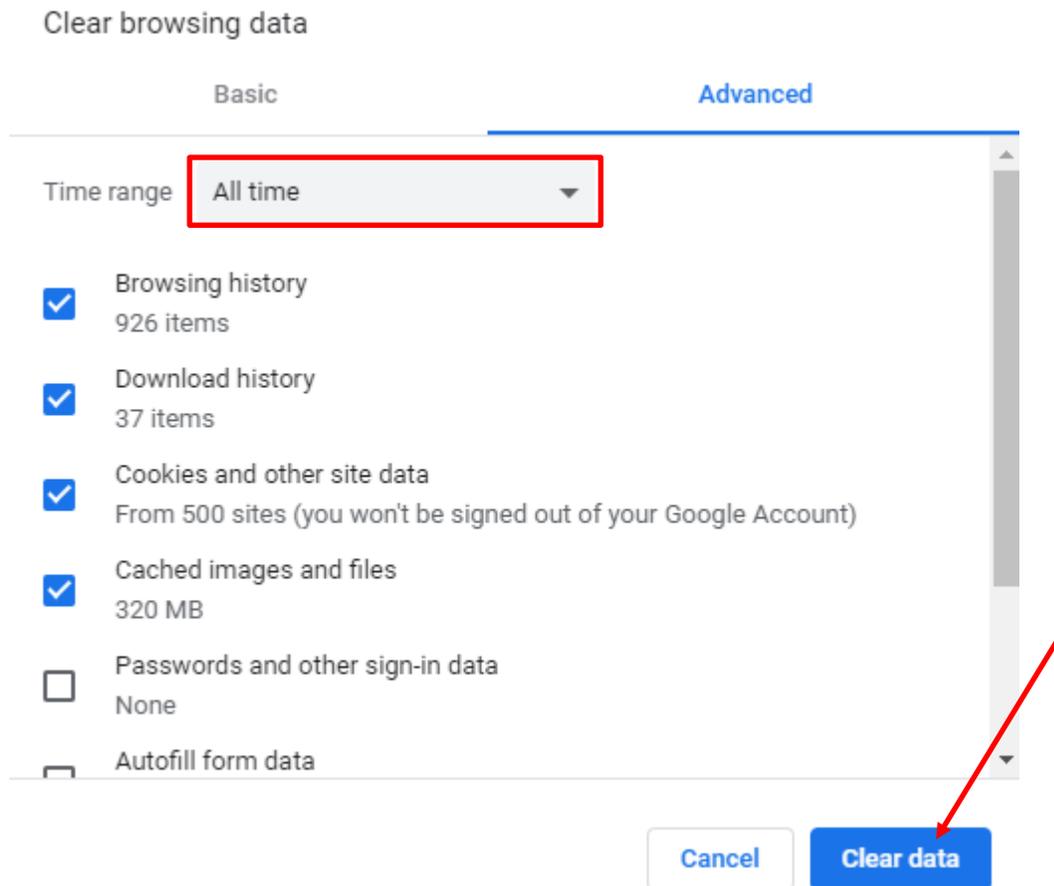
The following program also needs to be installed:
- Adobe Acrobat Reader

If you need to update this application, go to the Learning Center home page.
Click on the Distance Learning Tools, Training Resources, or Computer Setting Help link in the left navigation bar.

Instructions for Microsoft Edge

To turn off Pop-Up blocking:

1. Click on the … in the upper right hand corner. Choose "Settings" from the menu.
2. Choose the Cookies and Site Permissions option from the left hand navigation bar.
3. Scroll down to the Pop-Ups option.
4. Make sure the "Block pop-ups" option is set to "Off."
5. Click away from the settings dialog box to accept your changes.
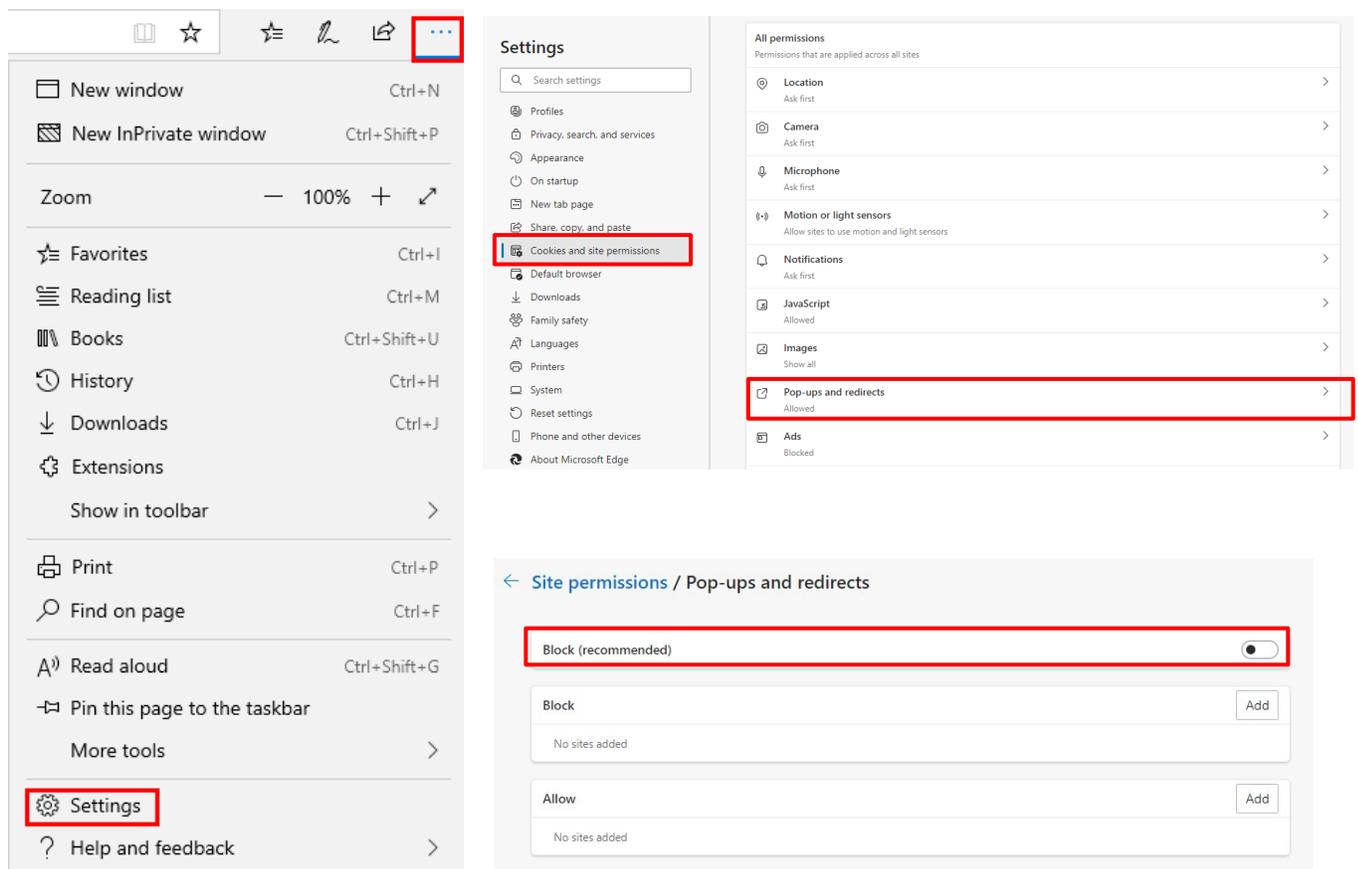
To clear the browser cache:
1. Click on the … in the upper right hand corner. Choose "Settings" from the menu.
2. Choose the Privacy, Search, and Services option from the left hand navigation bar.
3. In the Clear Browsing Data section, choose the "Choose what to clear" button.
4. Put a checkmark next to:
   • Browsing History;
   • Download history
   • Cookies and other site data; and
   • Cached images and files.
5. Click the Clear Now button.
6. Click away from the settings dialog box to accept your changes.
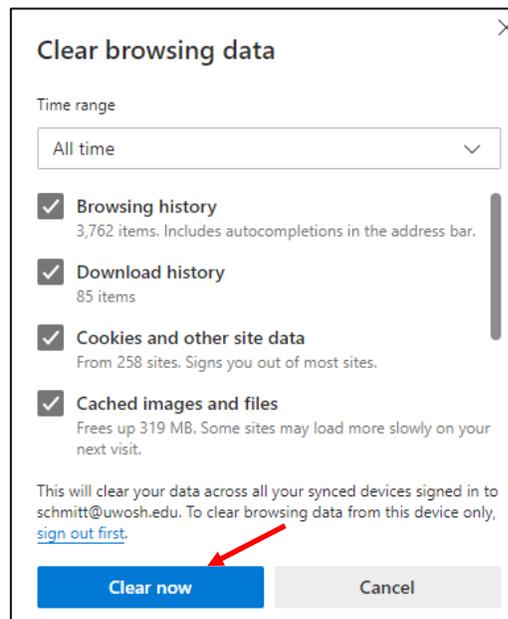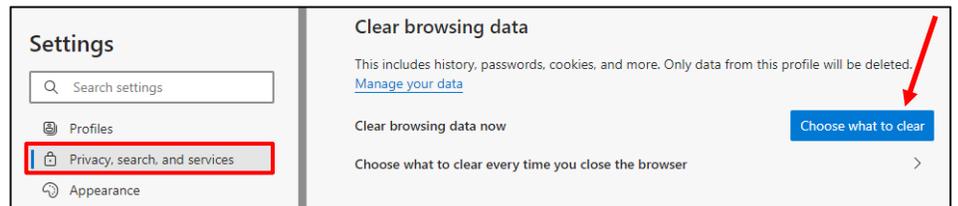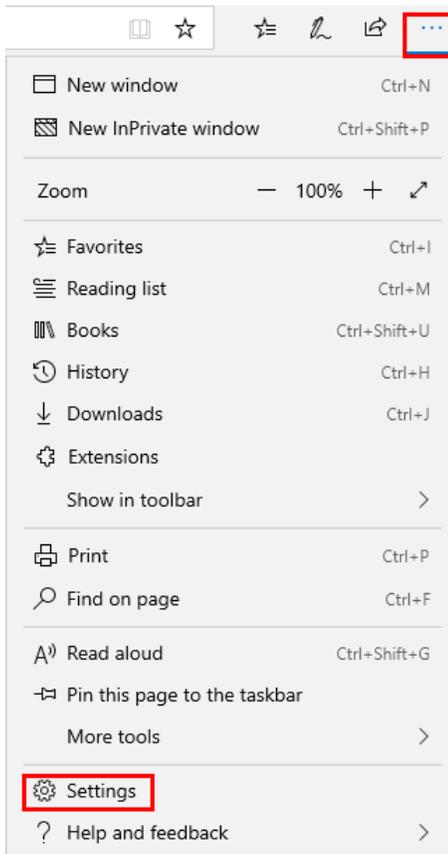
To change Cookie Settings:

1. Click on the … in the upper right hand corner. Choose "Settings" from the menu.
2. Choose the Cookies and Site Permissions option from the left hand navigation bar.
3. In the Cookies and Data Stored section, choose the Manage and Delete Cookies option.
4. Make sure the option to "Allow sites to save and read cookie data" is set to "ON".
5. Click away from the settings dialog box to accept your changes.
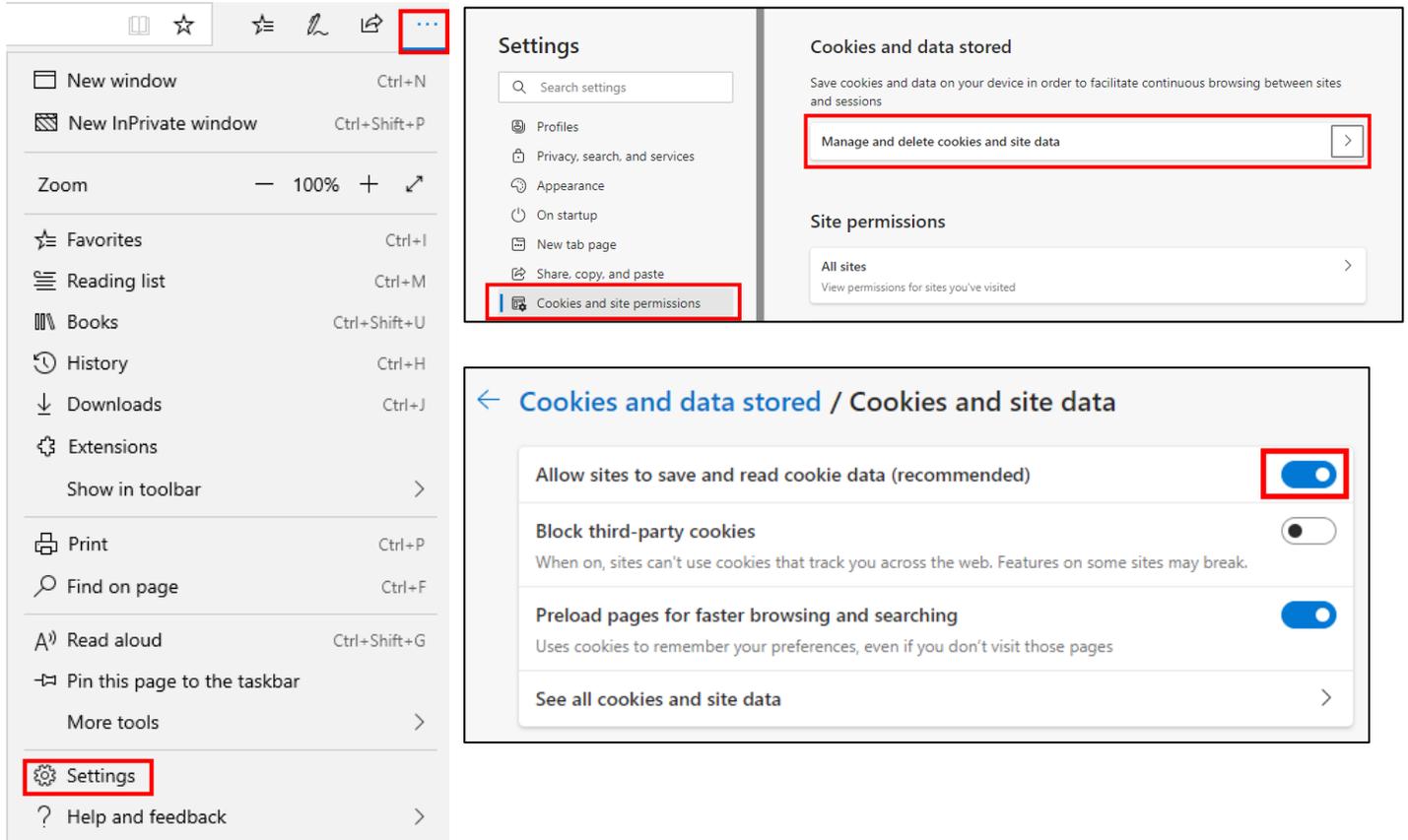
The following program also needs to be installed:
*   Adobe Acrobat Reader

If you need to update this application, go to the Learning Center home page.
Click on the Distance Learning Tools, Training Resources, or Computer Setting Help link in the left navigation bar.
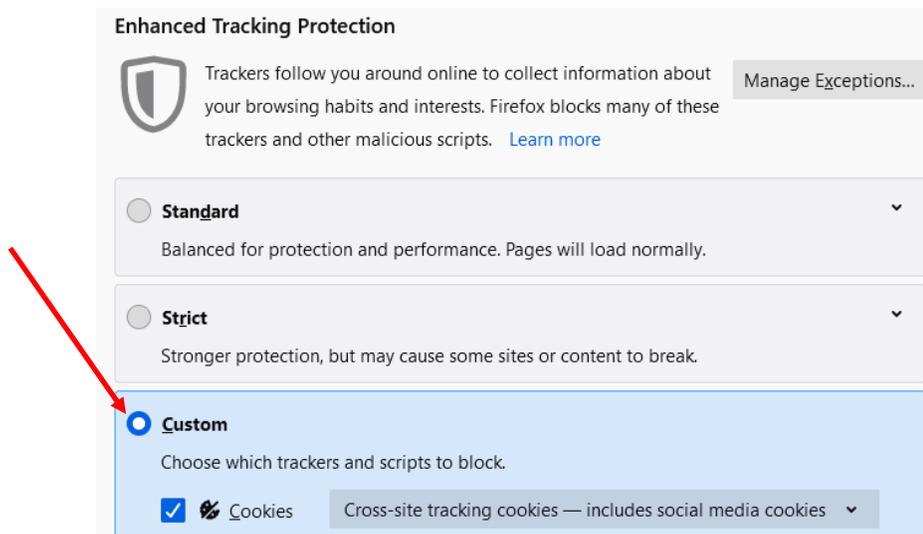
⬤ **Instructions for Mozilla Firefox**

To change Cookie Settings:

1. Click the Menu button ☰ from the top right corner of the window and choose "Settings" from the dropdown menu.
2. Choose the Privacy & Security tab from the left navigation section.
3. In the Enhanced Tracking Protection section, select "Custom".
4. Select the Cookies checkbox. In the dropdown box, "Cross-site tracking cookies – includes social media cookies" is the default setting.

To turn off Pop-Up blocking:

1. Click the Menu button ☰ from the top right corner of the window and choose "Settings" from the dropdown menu.
2. Choose the Privacy & Security tab from the left navigation section.
3. Scroll down to the Permissions section.
4. Remove the checkmark from the "Block pop-up windows" box.

To clear the browser cache:
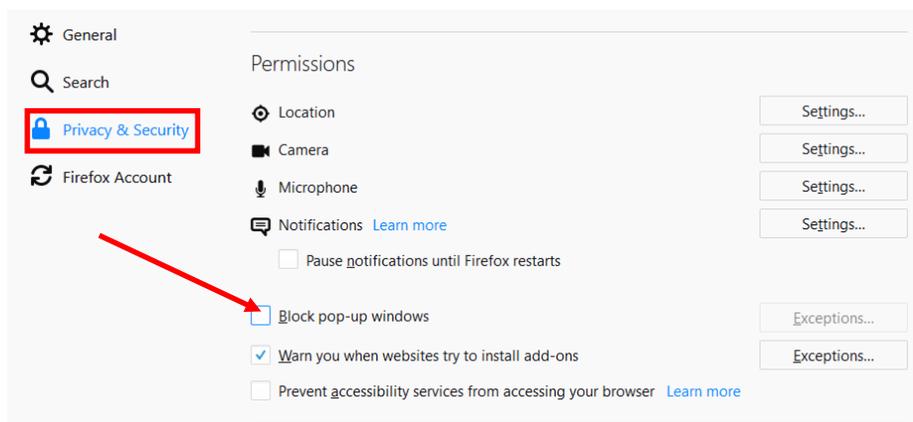
1. Click the Menu button ☰ from the top right corner of the window and choose "Settings" from the dropdown menu.
2. Choose the Privacy & Security tab from the left navigation section.
3. Scroll down to the Cookies and Site Data section.
4. Click the "Clear Data" button and make sure both items are checked.
5. Click the "Clear" button.
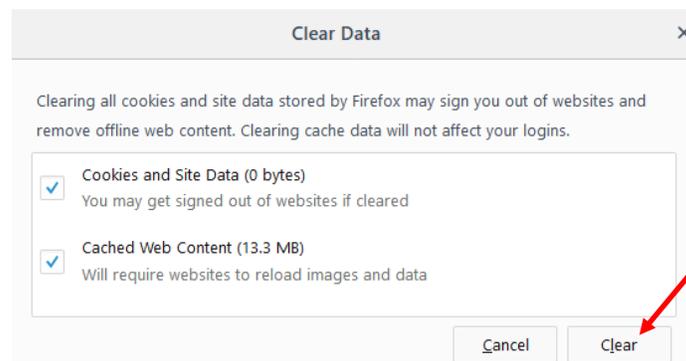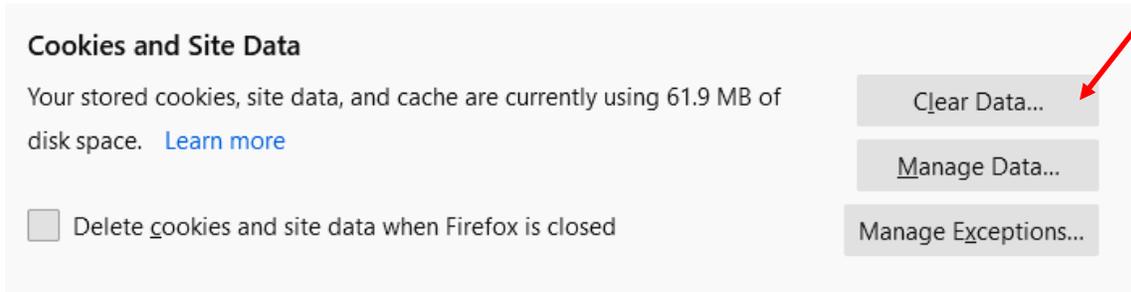
The following program also needs to be installed:
- Adobe Acrobat Reader

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Click on the Distance Learning Tools, Training Resources, or Computer Setting Help link in the left navigation bar.

Security Warning Responses

While you are accessing an online course, you may see the following warnings. Be aware that sometimes these security messages are displayed behind the active pop up window, making it "freeze" temporarily until the user clicks Yes or No.

The recommended response follows each warning.

- **Security Warning**: *Do you want to view only the webpage content that was delivered securely?*
  Select **NO**   (if you select Yes, you will see "Navigation has been canceled.")

- **Security Warning**: *This page has an unspecified potential security risk. Would you like to continue?* **NOTE:** This security warning appears because the content is being loaded into a frames window.
  It is OK to select **YES**
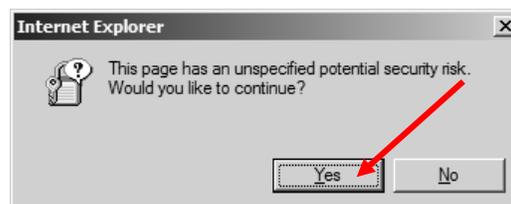
- **Security Warning:** *The current webpage is trying to open a site in your Trusted Sites list. Do you want to allow this?*
  Select **YES**

- *Have you completed this course component?*
  - Select **OK** to set your status to Completed.
  - Select **Cancel** to leave your status In Progress.
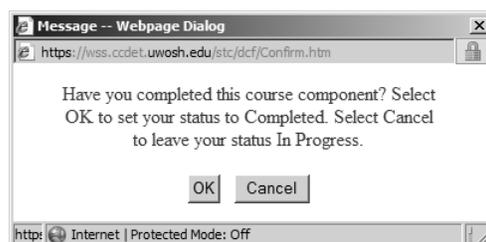
Frequently Asked Questions

❖ **What is my Logon ID?**
When your Learning Center account was created, either you received a Logon ID Email from the Learning Center Registration Staff, or your Logon ID was communicated to your supervisor.

Review your email history for an email received from regstaff@uwosh.edu that has the words Logon ID and your last name in the subject line to find the email that contains your Logon ID.
If you cannot find this email, contact the Learning Center Registration Staff for assistance.

❖ **I launched a course, but the only thing that displayed was a blank white screen. Why is this happening?**
Some content is being blocked.

Refer to the instructions in this document for your Internet browser to see the Pop-Up settings necessary for viewing content in the Learning Center.

❖ **Why isn't there a Start Topic link to start a course?**
If a course has required prerequisites, the prerequisite courses must be completed before a Start Topic link will be available.

Click on the course Prerequisites tab and complete the courses that are listed.

❖ **Why can't I advance to the next slide in the CBT?**
There is likely an interactive component or activity on the slide that has not been completed.

Review all content on the slide again looking for an activity or interactive component that may have been missed. When all activities and interactive components are completed, a Next button should appear on the navigation bar.

❖ **Why isn't there a Start Topic link to start the next component of a course?**
If a course has multiple components that must be completed in order, a Start Topic link for a component will not be available until the previous required components show a completed status.

Review the course components on the Course Content tab to make sure you have completed all required components in the order listed.

- ❖ **Why does my course show a Started In-Progress status even though I think I finished the course?**
The most common reason for this to happen is not having the proper computer settings in place prior to beginning the course.

  Refer to the instructions in this document for your Internet browser you are using and follow the instructions for changing your Cookie settings.

  Please Note: *Correcting the settings will not automatically update your status to completed. The course needs to be restarted and reviewed again.*

  Another reason a course status may display as Started/In-Progress, even though you have reached the end of a course, is because a portion of the course was skipped by mistake.

  Restart the course and review the material again, paying close attention to sections that have multiple navigation options.

- ❖ **What does a File Not Found error mean?**
The course component that you are trying to access has been moved or renamed, and cannot be found. This can occur if the link in the component is broken and needs to be fixed. Another reason this can occur is if the course components have changed since the last time you accessed the course.

  Please contact the Learning Center Registration Staff for assistance.

- ❖ **I clicked on the Exit button at the end of a course, but nothing happened. What should I do?**

  Exit the course by closing the window.

  Please contact the Learning Center Registration Staff for assistance.