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:



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 Page 10.

Frequently Asked Questions (FAQ)

Answers to common Learning Center questions are found on Page 11.

Contact Us

If you have any questions about the instructions in this document, please contact the Learning Center Registration Staff at regstaff@uwosh.edu or call 920-424-1071

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Instructions for Google Chrome

To change Cookie settings:

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

Settings		
You and Google	Security and Privacy	
Security and Privacy	Clear browsing data Clear history, cookies, cache, and more	•
AppearanceQ Search engine	Cookies and other site data Cookies are allowed	×
Default browser	Security Safe Browsing (protection from dangerous sites) and other security settings	Þ
Advanced •	당 Site Settings Controls what information sites can use and show (location, camera, pop-ups, and more)	•
Extensions	Privacy Sandbox Trial features are on	
About Chrome		

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

٩	Cookies and site data Cookies are allowed
$\langle \rangle$	JavaScript Sites can use Javascript
-	Images Sites can show images
Ø	Pop-ups and redirects Sites can send pop-ups and use redirects
Addi	tional content settings

Gene	eral se	ttings
۲	Allov	v all cookies
	٩	Sites can use cookies to improve your browsing experience, for example, to keep you signed in or to remember items in your shopping cart
	٩	Sites can use cookies to see your browsing activity across different sites, for example, to personalize ads
0	Bloc	k third-party cookies in Incognito
0	Bloc	k third-party cookies 🗸 🗸
0	Bloc	k all cookies (not recommended) ~

To change Pop-Up settings:

- 1. Click the Chrome menu i 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 i 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.

Clea	ar browsing data	
	Basic	Advanced
Tim	e range All time	•
~	Browsing history 926 items	
✓	Download history 37 items	
~	Cookies and other site data From 500 sites (you won't be signed ou	t of your Google Account)
~	Cached images and files 320 MB	
	Passwords and other sign-in data None	
	Autofill form data	-
		Cancel Clear data

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.

e 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.

	Settings All permissions Permissions that are applied across all sites	
New window Ctrl+N	Q. Search settings (S. Location Ask first	>
New InPrivate window Ctrl+Shift+P	Privacy, search, and services Ack first Ack first	>
Zoom - 100% + 🖍	On startup On startup New tab page (*) Motion or light sensors	> >
∑ Favorites Ctrl+I	Construct Copy and Copy and Laborations Allow sites to use motion and light sensors Construct Copy and Copy	>
🔚 Reading list Ctrl+M	Lownloads JavaScript Allowed	>
Books Ctrl+Shift+U	Al Langues Al Langues Al Langues Show all	>
History Ctrl+H	System Zero and redirects Allowed	>
↓ Downloads Ctrl+J	Reset settings Phone and other devices Phone and other devices Blocked	>
<	About Microsoft Edge	
Show in toolbar		
Ctrl+P	Site permissions / Pop-ups and redirects	
✓ Find on page Ctrl+F		
A ⁽⁾ Read aloud Ctrl+Shift+G	Block (recommended)	
-⇔ Pin this page to the taskbar	Block	Add
More tools >	No sites added	
🔅 Settings	Allow	Add
? Help and feedback >	No sites added	

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.

	Settings Clear browsing data
New window Ctrl+N	Q Search settings This includes history, passwords, cookies, and more. Only data from this profile will be deleted. <u>Manage your data</u>
New InPrivate window Ctrl+Shift+P	Profiles Clear browsing data now Choose what to clear
Zoom — 100% + 2*	Privacy, search, and services Choose what to clear every time you close the browser Appearance
לב Favorites Ctrl+I	
≌ Reading list Ctrl+M	Clear browsing data
Books Ctrl+Shift+U	Time range
① History Ctrl+H	All time 🗸
く3 Extensions	3,762 items. Includes autocompletions in the address bar.
Show in toolbar >	Download history
Print Ctrl+P	85 items
✓ Find on page Ctrl+F	From 258 sites. Signs you out of most sites.
A [®] Read aloud Ctrl+Shift+G	Cached images and files
-⊐ Pin this page to the taskbar	next visit.
More tools >	This will clear your data across all your synced devices signed in to schmitt@uwosh.edu. To clear browsing data from this device only,
🔅 Settings	sign dur inst.
? Help and feedback >	Clear now Cancel

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.

	Settings Cookies and data stored
New window Ctrl+N	Q Save cookies and data on your device in order to facilitate continuous browsing between sites and sections
New InPrivate window Ctrl+Shift+P	Profiles Manage and delete cookies and site data
Zoom — 100% + 🖍	Privacy, search, and services
5∕ ≟ Favorites Ctrl+I	() On startup Site permissions □ New tab page
≌ Reading list Ctrl+M	B Share, copy, and paste All sites View permissions for sites you've visited
Books Ctrl+Shift+U	E Cookies and site permissions
Ctrl+H	
↓ Downloads Ctrl+J	Cookies and data stored / Cookies and site data
4 Extensions	
Show in toolbar >	Allow sites to save and read cookie data (recommended)
Ctrl+P	Block third-party cookies
✓ Find on page Ctrl+F	when on, sites can't use cookies that track you across the web readers on some sites may break.
A ¹ Read aloud Ctrl+Shift+G	Preload pages for faster browsing and searching Image: Construction of the searching Image: Consearching Image: Construction of the sear
-⊐ Pin this page to the taskbar	See all cookies and site data
More tools >	
🔯 Settings	
? Help and feedback >	

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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.

	Enh	anced	Tracking Prot	tection	
		D	Trackers follow your browsing h trackers and oth	you around online to collect information about abits and interests. Firefox blocks many of these er malicious scripts. Learn more	E <u>x</u> ceptions
	0	Stan<u>d</u> Balan	lِard ced for protecti	on and performance. Pages will load normally.	~
Strict Stronger protection, but may cause some sites or content to break.				out may cause some sites or content to break.	~
	0	Custo Choos	se which tracker	s and scripts to block. Cross-site tracking cookies — includes social media cookie	es 🗸

To turn off Pop-Up blocking:

- **1.** Click the Menu button \equiv 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.

🛱 General		
Q Search	Permissions	
	• Location	Settings
Privacy & security	Camera	Se <u>t</u> tings
2 Firefox Account	🞍 Microphone	Se <u>t</u> tings
	Notifications Learn more	Se <u>t</u> tings
	Pause notifications until Firefox restarts	
	Block pop-up windows	Exceptions
	✓ <u>W</u> arn you when websites try to install add-ons	Exceptions
	Prevent accessibility services from accessing your browser Learn more	

To clear the browser cache:

- 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.

Cookies and Site Your stored cookies,	Data site data, and cache are currently using 61.9 MB of	C <u>l</u> ear Data
disk space. Learn m	<u>M</u> anage Data	
Delete <u>c</u> ookies a	and site data when Firefox is closed	Manage E <u>x</u> ceptions
	Clear Data	×
	Clearing all cookies and site data stored by Firefox may sign you out of websites remove offline web content. Clearing cache data will not affect your logins.	and
	Cookies and Site Data (0 bytes) You may get signed out of websites if cleared	
	Cached Web Content (13.3 MB) Will require websites to reload images and data	
	<u>C</u> ancel C	lear

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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.")
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• 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

Internet I	xplorer	x
£	This page has an unspecified potential security risk. Would you like to continue?	

- 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 <u>regstaff@uwosh.edu</u> 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.