



Technical FAQ's: E-Learning



FAQ's

Frequently Asked Questions

Q. I am trying to log into the system and I get the following error message:

'Your details could not be verified'.

- A. Make sure the URL (link to the E-Learning site) you are using is correct and also the Username and password has been entered correctly (**N.B.** the password field is case sensitive).

Q. How do I change my password?

- A. When you are logged into the system, click on '**My Details**' and click '**Change Password**'. Enter your current password, New password, Confirm New password then '**Save**'.

Q. Can the system be used on android and apple devices?

- A. Yes – see Technical Specification guide for minimum requirements.

Q. The checklist does not load after the content has ended?

- A. Press '**CTRL**' + '**F5**' to clear the cache and refresh the screen; or try using a different browser.

Below are guidelines of how to clear the cache in various browsers:

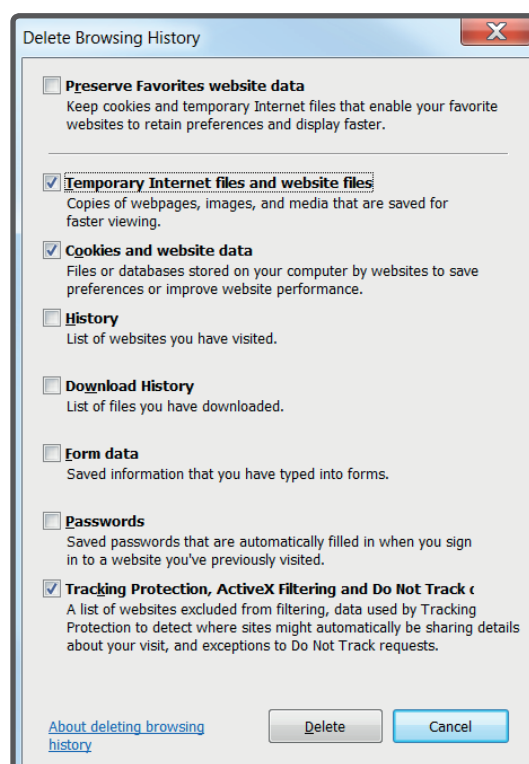


Internet Explorer

Click '**Settings**' (⚙️) > '**Delete browsing history...**'

(Alternatively Press '**CTRL**' + '**Shift**' + '**Del**')

The following boxes must be checked as a minimum to sufficiently clear the cache:



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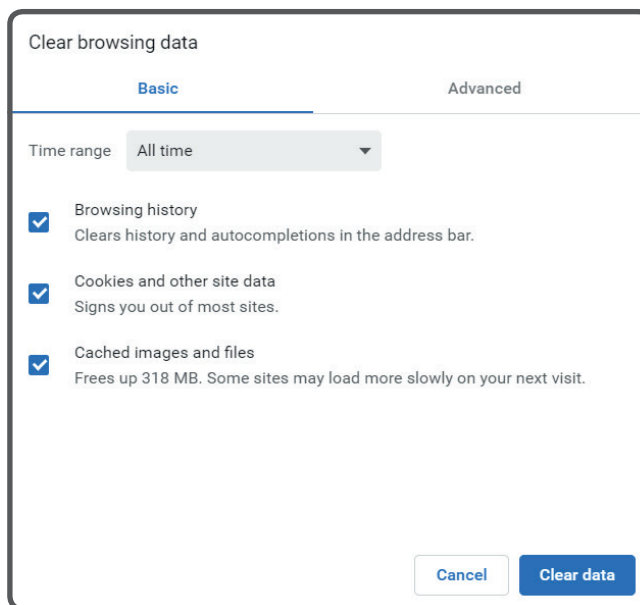


Chrome

Click **'Menu'** (☰) > **'More Tools'** > **'Clear Browsing Data'**

(Alternatively Press **'CTRL' + 'Shift' + 'Del'**)

The following boxes must be checked as a minimum to sufficiently clear the cache:



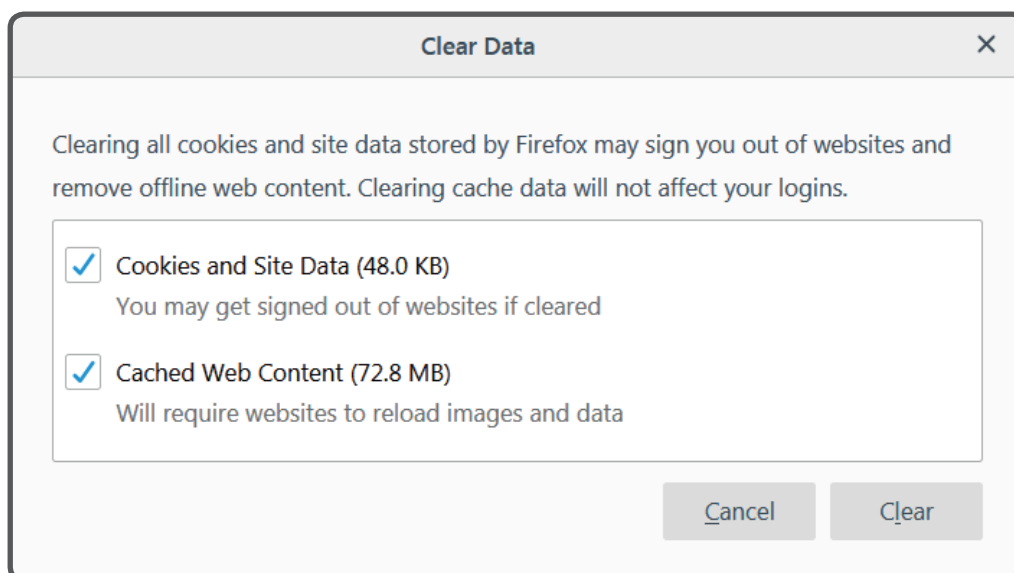
Firefox

Click **'Menu'** (☰) > **'Options'** (⚙️) > **'Privacy & Security'**

(Alternatively Press **'CTRL' + 'Shift' + 'Del'**)

Go to **'Cookies & Site Data'** > **'Clear Data'**

The following boxes must be checked as a minimum to sufficiently clear the cache:



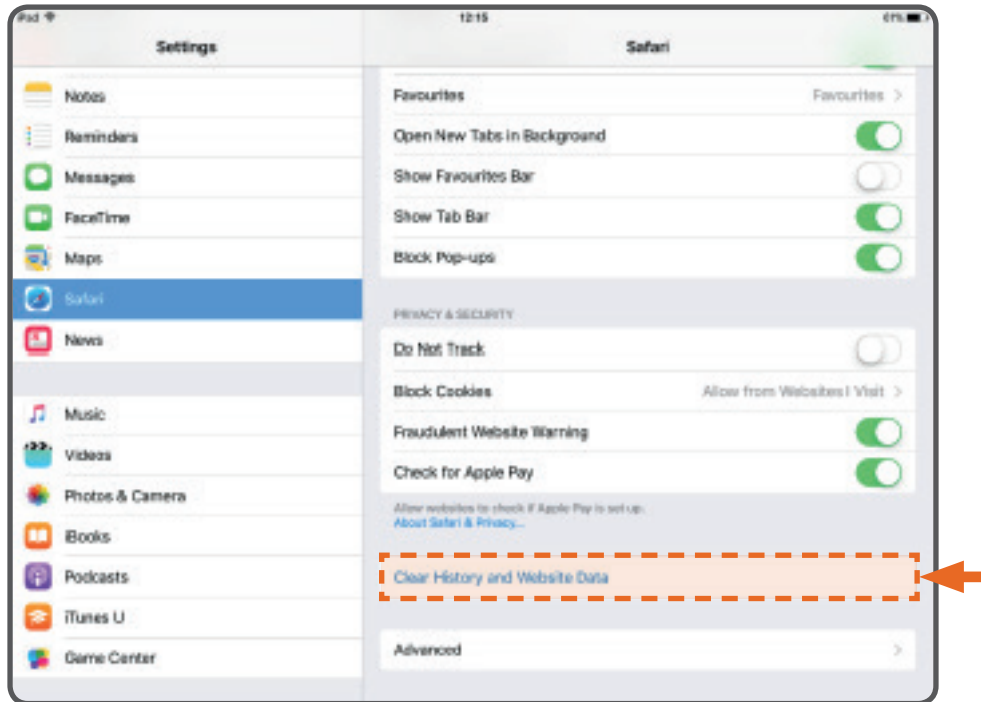
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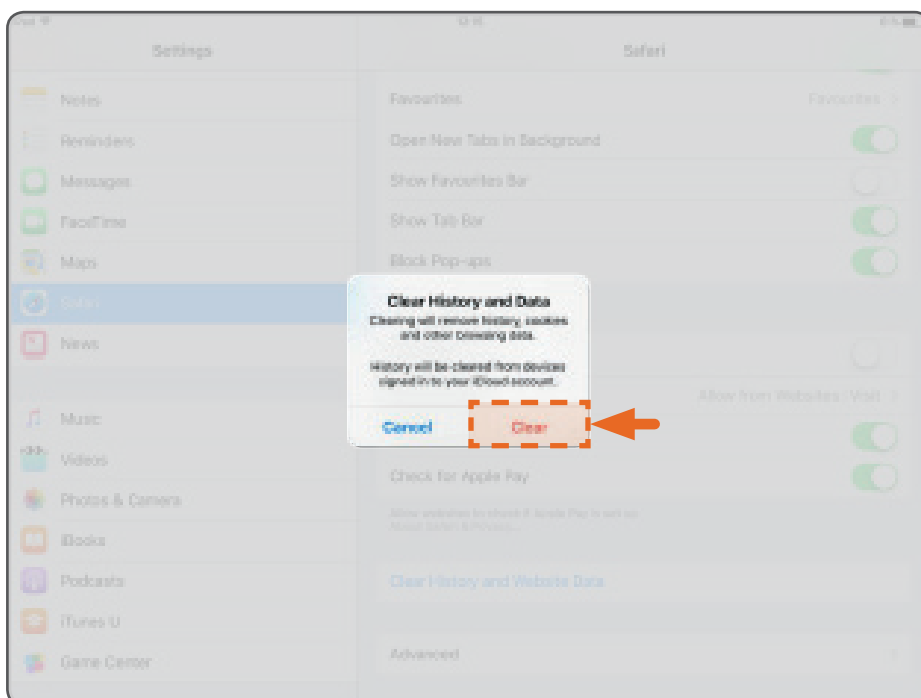


Safari (iPad)

Go to 'Settings' (ⓘ) > Select 'Safari' (📍) Scroll to 'Clear History & Website Data'.



Once clicked you will be prompted to clear data, click 'Clear':



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Q. When I click on a course it shows the content of another course?

A. Press 'CTRL' + 'F5' to clear the cache and the correct course content will appear.

Q. I have clicked on a course but it does not run.

A. If using Internet Explorer, the courses require an up-to-date version of **Flash Player** to run and an enabled soundcard.

(This is because the Flash plugin for Internet explorer checks for an enabled soundcard before it will run).

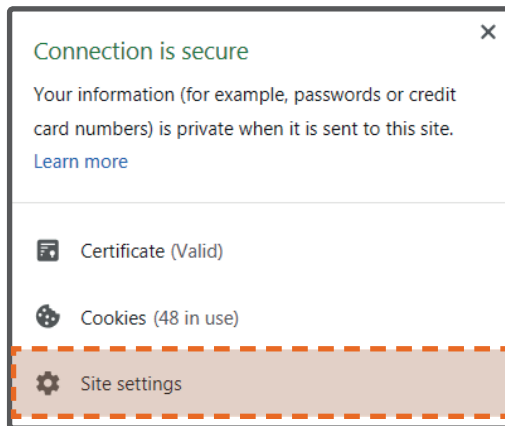
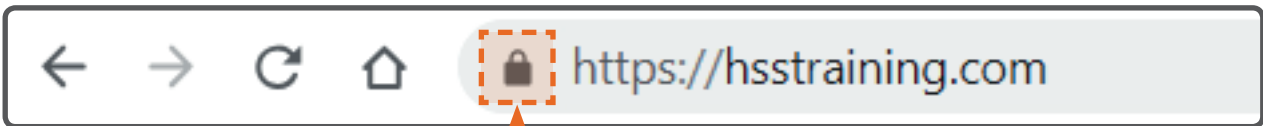
If your computer doesn't have any sound hardware, you must use an alternative browser. **Google Chrome** will play the courses without requesting to do any of the above.

If using Google Chrome, make sure 'JavaScript', 'Flash', 'Images' and 'Popups' are allowed – see below for guidance:



Chrome

Click the 'Secure' icon () > 'Site Settings' () > Allow all 4 options as follows:



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Q. The email notifications are not being received within the company?

A. Emails generated from the LMS will come from notifications@safetylearning.co.uk therefore whitelisting this address is beneficial.

Below is a list of web addresses regularly accessed whilst using the Learning Management System (LMS). Allowing access to these addresses through the firewall/proxy will greatly aid the user experience:

- *.safetylearning.co.uk – **This is crucial and without access the system will not work.**
- www.google.co.uk
- www.google.com
- fonts.googleapis.com
- ajax.googleapis.com
- maps.googleapis.com
- mts0.googleapis.com
- fonts.gstatic.com
- maps.gstatic.com

Q. Am I able to use training needs analysis for existing users?

A. Yes, you can. Follow the online Help option within the Training Needs Analysis Tool for guidance.

Q. Can you assign a course without it being in a training plan?

A. No, the course must be assigned to a Training Plan, then assigned to the Department/User(s).

Q. I am trying to edit a department name but it doesn't save when I click save.

A. Once edited, ensure the correct Location is selected too, then **'Save'**.

Q. Why does the dashboard chart not show failed courses as part of Incomplete Searches?

A. Failed courses will be present in the Completed data as the **course** has been completed but the **user** has failed. There is the option to include completed failed results and/or passed results in the search criteria.

Q. Is there a size limit on the documents we can upload?

A. The limit is **200mb**.

Q. When running the system in a different language, do the courses run in that language?

A. We have several courses which have been translated and are readily available (additional charges will apply). Contact your **Account Manager** at Safety Media for further information.

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Q. My course is overdue, I have clicked on the course under My work and it will not launch?

A. If your course is highlighted in **yellow** (overdue), make sure you click the **Title** of the course.

Q. I am a Client Admin, I can't reset my colleague's password (who is also a Client Admin).

A. If you are a Department or Client Administrator, you **cannot** reset the password of a person of the same level as yourself.

If you're a Department Administrator, you will need to ask a Client Administrator to reset the password.

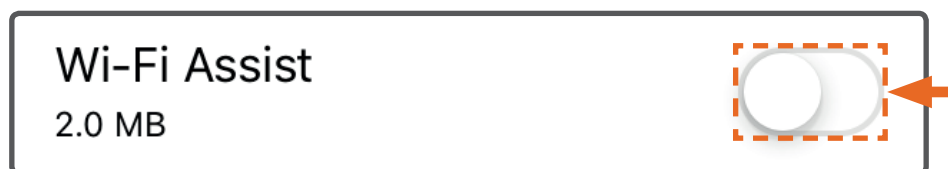
If you're a Client Administrator, you will need to contact training@hss.com to get your password reset.

Q. The course is not running correctly on my Apple device.

A. If an Apple iPad/iPhone has access to mobile network and the Wi-Fi assist option is switched on, it may cause a break in signal if the Wi-Fi goes weak (which can in turn interrupt the training connection) and maybe one of the causes of a N/A result or course freezing.

This can be switched off to prevent this:

Go to 'Settings' (🔧) > Click 'Mobile Data/Cellular' (📶) > Disable 'Wi-Fi Assist':



Q. I am trying to run a classroom session and the users are not showing as connected.

A. There are a few things that need to be considered with regards to running a classroom session:

- The Firewall must be configured to allow outgoing traffic via **port: 8080**.
- The Classroom session is not a http traffic, it is **TCP** traffic – remains open. This is a persistent connection which binds onto a port on the Safety Media Enterprise system.
- It is a **WEB SOCKET** connection.
- There needs to be **2 or more users** taking part in the Classroom Session.
- If using **Android** device – as per Technical Specification guide.
- **Apple** devices – as per Technical Specification guide.

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Q. I am having trouble downloading Document Manager files on Internet Explorer.

A. You will need to add the following URL to your whitelist/trusted sites; (depending on the clients' infrastructure):

<https://documents.safetylearning.co.uk.s3.eu-central-1.amazonaws.com>

Q. I am having trouble downloading a copy of the certificate, it is blank.

A. If you are using **Windows 10**, you may need to change the default PDF Viewer. See below for guidance on how to change this:

- 'Start Menu' > 'Settings' > 'System' > 'Default Apps'
- Scroll to 'Choose default Apps by file type'
- Scroll down on the left panel to '.pdf' > Click 'Microsoft Edge'
- Once the 'Choose an app' pop-up opens select 'Adobe Acrobat Reader' as the default program for PDF filetypes

