



See the **LMS Technical Guide** under the **Help** tab in **LMS**.

As the IT Specialist, you know there are many variables that may cause a course not to work. Statistically, it is usually the individual settings on a PC that are found to be the impediment. In order to prevent other impediments, our Instructional Design Team completes the following tests:

- Tests each course on the below browsers and makes recommendations on browsers to use or avoid as necessary in the course descriptions on the LMS.



- Tests each course and resources using a screen reader and other accessibility tools.
- Tests each course with at least 10 different agency locations throughout the state.
- Tests each course with at least 20 different users throughout the state.
- Tests each course on Apple and Android mobile devices.

WHAT OUR TESTING FOUND:

Problem: While all mobile devices played the courses correctly, 2 out of 10 Android mobile devices didn't communicate the completion of the course with the LMS.

Solution: User logged into the course within the LMS from a PC and chose "Resume", and the LMS automatically recorded the course as complete without the user needing to retake any portion of the course.

Note: All Android and Apple mobile phones and most tablets display the course differently than on a PC. As is common for users on mobile devices, the user must click on the "more" bars/dots to see the content and resources. This is just a different look, and it doesn't affect the course's functionality nor accessibility.

Request: If you find any other problems, please let our team know:

DESMiLMSContractTraining@des.wa.gov

Our Process:

If a user calls with concerns, our first recommendations are below in this document. We will always recommend our learners work closely with you and/or their LMS Administrator to follow these recommendations. If impediments persist, please email us. We want each learner to be successful and avoid frustration. We are here to assist.

Contact Our Team: DESMiLMSContractTraining@des.wa.gov

For troubleshooting and process improvement purposes, we ask the following questions:

1. What device are you using? Cell phone or tablet? Android or Apple? Agency or personal PC?
2. What browser are you using? Internet Explorer, Chrome, Firefox, Edge?
3. At what location and with what internet service are you taking the course?
4. Have you already tried using a different browser? If not, try that.
5. Have you already tried clearing your cookies and cache? If not, try that.

If agency-wide problems persist, we will work with your IT group in troubleshooting. If problems persist with the individual learner, we will provide alternative methods to complete the course and take the assessment. We will manually enter the results in the LMS and provide the learner with a certificate. This process must be done by our team.

Check Internet Connection

- **High-Speed Internet Connection:** Ensures the best learner experience with online courses.
- **Wi-Fi Connection:** Customers who are using Wi-Fi may experience some issues in areas of the LMS that require maintaining a constant connection (for example: completing courses). If you take courses over Wi-Fi and lose the connection, your course status may not mark as complete. This may require you to start the course over.

Check Browser Compatibility

Online courses are developed and tested using *the below browsers only*. Specific browser instructions are included within the course description on the LMS. If one browser doesn't work at one location, we always suggest trying logging into the LMS using another browser as a first line of problem solving. Statistically, this is usually the easiest fix.

Check Browser Compatibility

- **Internet Explorer** most current version.
- **Google Chrome** most current version.
- **Mozilla Firefox** most current version.
- **MS Edge** Ensure Flash is enabled in settings.

Disable Popup Blockers

INTERNET EXPLORER

Disable Popup Blocker

1. Navigate to **Tools > Pop-up Blocker > Turn Off Pop-up Blocker**
2. Right-click on the **File** menu.
3. Uncheck everything except **Standards Buttons, Address Bar, Links, and Lock Toolbars.**

Disable Third-Party Tool Bars with Popup Blockers

1. Navigate to **Tools > Internet Options.**
2. Click on the **Advanced** Tab.
3. Scroll to the **Browsing** section and uncheck the box next to **Enable third-party browser extensions.**
4. Close and reopen Internet Explorer for these changes to take effect.

GOOGLE CHROME

1. Click on the **Customize and control Google Chrome** button. (icon with the three horizontal bars).
2. Select **Settings** from the drop-down menu to open the **Settings** window.
3. Scroll to the bottom of the page and select the arrow next to **Advanced.**
4. In **Privacy and Security** options, select the arrow next to **Content Settings.**
5. Next to **Popups**, select the arrow.
6. Next to **Allow**, select the **ADD** button.
7. The **Add a site** window opens. Type <https://services.geolearning.com> in the **Site** text entry field. Select the **ADD** button.
8. This task is complete; exit browser.

Disable Popup Blockers

MOZILLA FIREFOX

1. Select the **Open menu** icon (three horizontal bars) and select the **Options** icon.
2. In the navigation panel on the left, select **Content**.
3. Next to **Block pop-up windows**, select the **Exceptions...** button.
4. The **Allowed Sites - Pop-ups** window opens. In the **Address of website:** text entry field, type <https://services.geolearning.com>.
5. Click **Allow, Save Changes**.
6. This task is complete; exit browser.

MICROSOFT EDGE

1. Open **Microsoft Edge** E-shaped Edge logo from the taskbar.
2. Select **More** Three-dot More icon > **Settings**, and then scroll down and select **View advanced settings**.
3. Turn Block pop-ups to **Off**.

Clear Cache and Cookies

INTERNET EXPLORER 9 AND HIGHER

Clear Cache

1. Navigate to **Tools > Internet options**
2. **General** tab > **Browsing history** section > select the **Delete...** button.
3. Select the first four checkboxes.
4. Select **Delete**.
5. Select **Apply** then **OK** at the bottom of the **Internet options** window.
6. Close and reopen IE for these changes to take effect.

Cookies

1. Navigate to **Tools > Internet options**
2. Select the **Security** tab
3. Select the **Custom Level** button.
4. In **Reset custom settings** section, select the drop-down arrow for **Reset to:** and choose the **Medium** setting.

Clear Cache and Cookies

5. Select **Reset...**
6. To confirm the change, click **Yes**.
7. Select **OK**.
8. Select **Apply** then **OK**.

Update Plug-ins (Adobe Flash and Java)

ADOBE FLASH-WINDOWS

Confirm you are running the most current version

1. Right-click Windows **Start** button.
2. Select **Control Panel**.
3. Select **Programs and Features**.
4. **Uninstall or change a program** window opens.
5. From the list, select **Adobe Flash Player**.
6. Information about your version appears at the bottom of the screen.
Select the **Update information: hyperlink** to verify you are running the most current version of Adobe Flash Player.

JAVA – INTERNET EXPLORER

Enable JAVA

1. Navigate to **Tools > Internet Options > Advanced** tab
2. **Settings > Browsing** > select both **Disable script debugging** checkboxes.
3. **OK**

Confirm you are running the most current version

1. Right-click **Windows** Start button
2. Select **Control Panel**.
3. Select **Java (32-bit)** to open **Java Control Panel**
4. Select the **About...** button to verify you have the current version