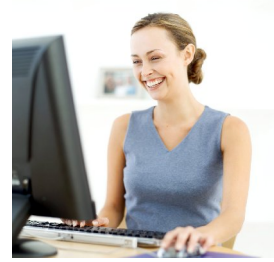


# Troubleshooting Guide E-Learning



The following instructions are designed to help you to solve the problems that are sometimes encountered when using e-learning courses. It covers all e-learning courses.

Please don't think you are on your own. If you are not sure about anything contact the decha Team responsible for e-learning:

Gemma Cook  
Tel: 0191 3833274  
E-mail: [gemma.cook@durham.gov.uk](mailto:gemma.cook@durham.gov.uk)

### ***“I have forgotten my password”***

Your password can be re-set quickly and easily. Contact the decha Team responsible for e-learning to have your password reset.

### ***“It is very slow moving from page to page”***

This is usually caused by network problems. Try once more at a different time of day, and if the speed is not improved contact the decha Team responsible for e-learning. It may be best to arrange the loan of a laptop with the course installed directly on it.

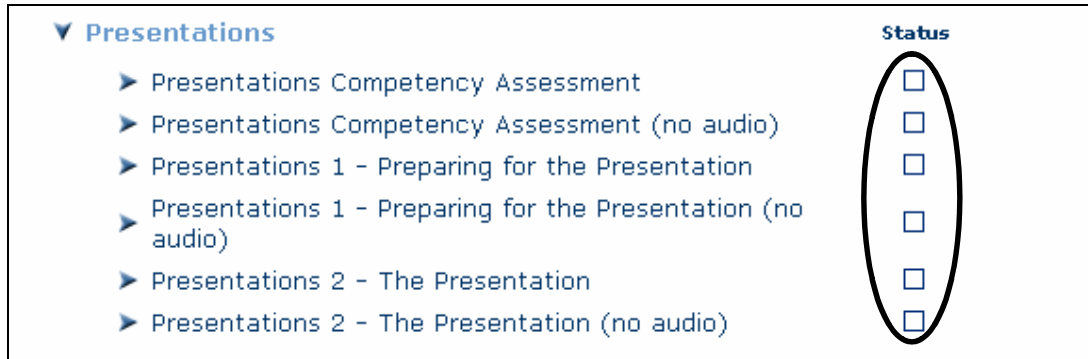
### ***“Not all the pages show”***

This is usually due to an old version of Flash Player being installed onto the PC you are using.

If you are learning at home you should be able to do this yourself when prompted by the learning.

## ***“The course is not recording my learning”***

You would normally notice this problem if after you complete a lesson the status box does not change colour (see example below).

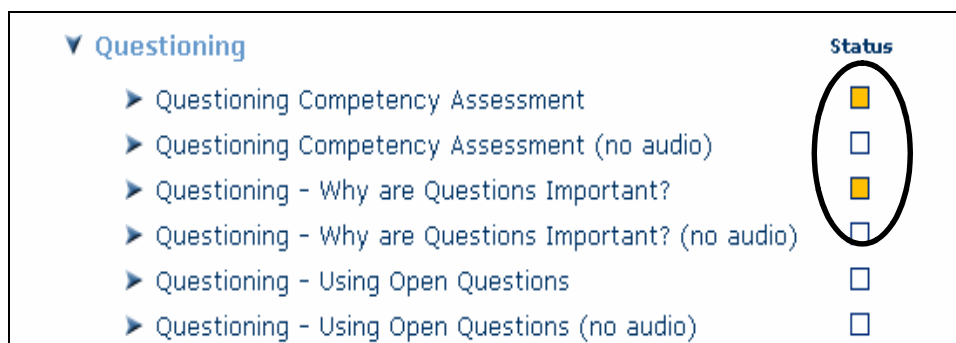


This problem is usually due to a google toolbar being installed in internet explorer. The best thing to do is uninstall the toolbar until you have completed the course.

To do this go to the control panel (you will find this by clicking on the start button), click on “add or remove programs”. Select the google toolbar and click uninstall.

## ***“My learning shows as incomplete”***

You may think you have completed a lesson but the status shows as incomplete (see example below).



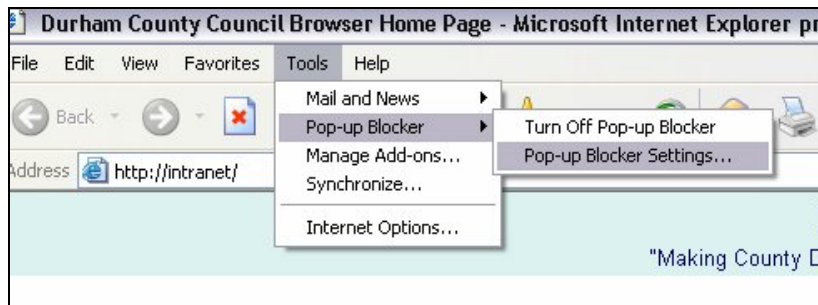
The courses are designed for you to work through them at a pace that allows you to read each page. If you move through the course in a quick page-turning fashion and all the features on the page are not able to load the learning management system can record the lesson as incomplete.

The best way to resolve this is to complete the lesson again ensuring that all the text is shown on screen before you move onto the next page.

## ***“The course does not load”***

If you find that after clicking on your chosen course nothing happens, and there are no error messages it is usually due to a pop-up blocker on your PC not allowing the course to run.

To resolve this go into the internet tools drop down list, select pop-up blocker and then pop-up blocker settings (shown below).



Once the pop-up blocker settings window appears type the address of the ivysoft website into the “address of website to allow” box (shown below). Click add and then close.

