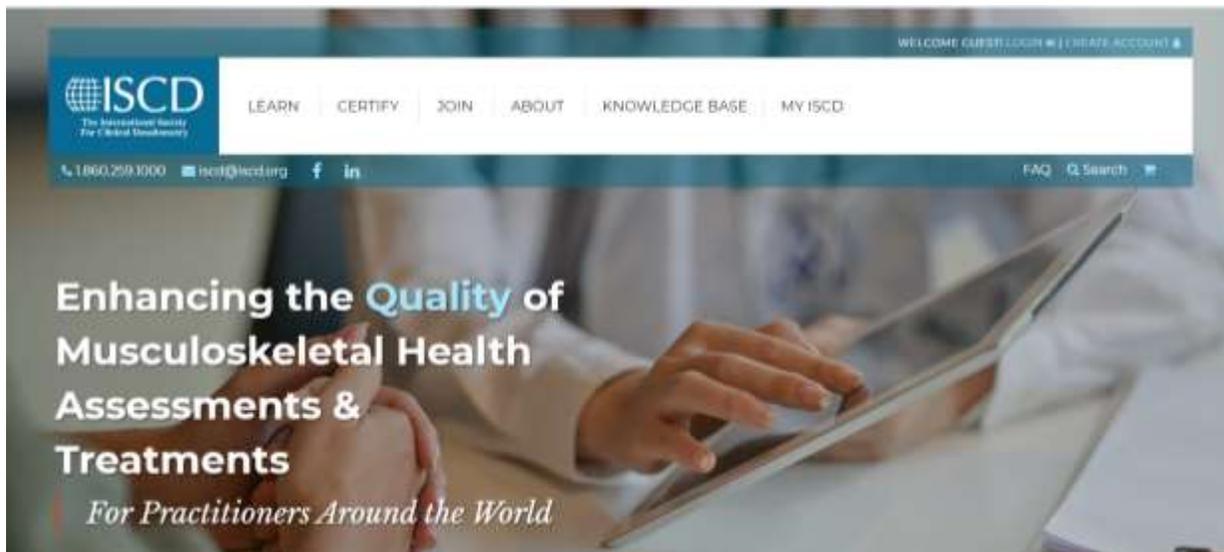


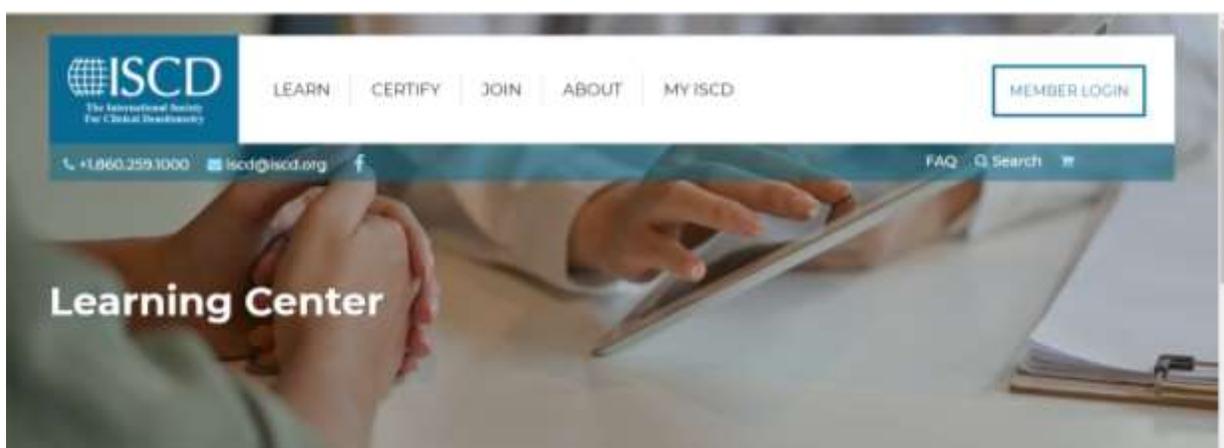
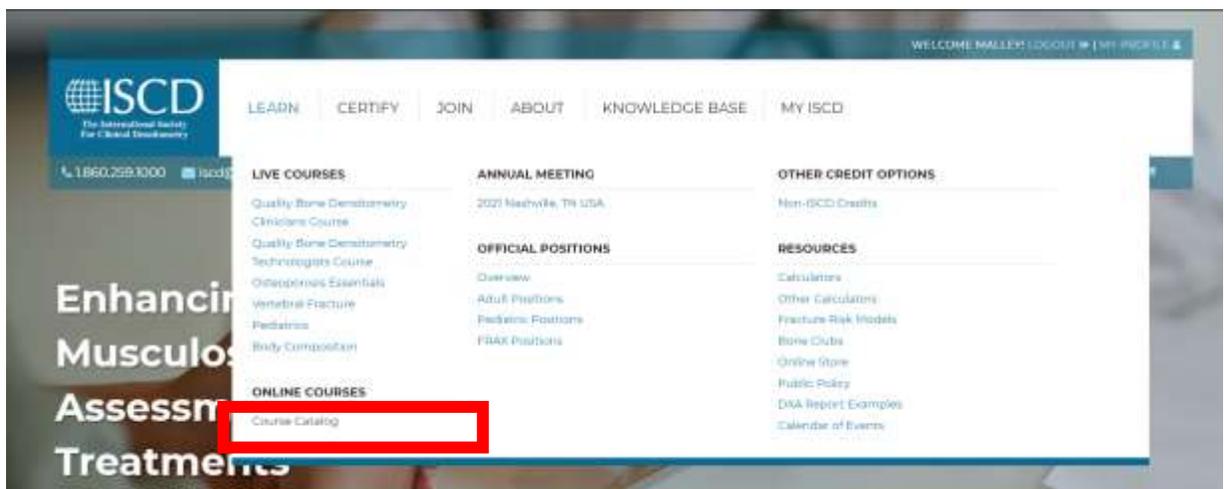
## How to troubleshoot error messages that may arise:

*\*\* It is recommended that participants use one of the following browsers for best functionality: Chrome, Firefox or Edge.*

- Log into your account at iscd.org



- Hover over the **LEARN** Menu and select **Course Catalog**



- If you are unable to see parts of a course during your online learning experience (i.e. the text of an acknowledgement does not display, login/register buttons and/or shopping carts do not appear, pdf documents do not download,) there are a few reasons this may be occurring. We have done our best to provide the most common scenarios below with a suggested solution.

Possible reasons you may be experiencing issues:

- **Are you using Internet Explorer 11?**

This older web browser does not support most modern web standards. Internet Explorer 11 can cause the Learning Center to no-load all the tabs or not display register or login buttons. Internet Explorer 11 also has issues playing Event Center webinars and archives.

**The solution:** We recommend Chrome, Firefox or Edge

- **Are you using an out of date version of Firefox, Chrome, Edge or Safari?**

**The solution:** Update the browser. Each browser has different steps, but here is a link that explains how to do this for most browsers

- <https://www.computerhope.com/issues/ch001388.htm>

- **Are you using a VPN's or Remote Desktop program?**

Symptoms include users not being able to log in, not be able to see or hear webinars. Another symptom of this issue may be videos are stopping and starting.

**The solution:** Drop the VPN or Remote Desktop connection first. Then try to log in.

- **Are you accessing the ISCD Learning Center from a work computer?**

Sometimes computers in professional environments may have firewalls that prevent access to content on sites like the ISCD Learning Center.

**The solution:** Try accessing your online learning from your home/personal computer.

- **Are pop-up blockers enabled on your computer?**

Pop-up blockers can cause different parts of your online learning experience (i.e. acknowledgement text) not to display. Depending on the device you are using and/or the browser you are using, there are a number of ways that you can change your settings to disable the pop-up blocker.

**The solution:**

Here is a resource that will be helpful for you: <https://www.hellotech.com/guide/for/how-to-disable-pop-up-blocker-on-chrome>

\*\*If you have tried the above solutions and are still experiencing technical difficulties, please contact a staff member at ISCD by calling 860-259-1000.