

If you are having issues logging into your account, launching your training, or getting a video to play, please follow the directions to clear your browser settings and allow for site pop-ups, based on the browser you are using.

Select your browser to be taken directly to their directions



**Microsoft Edge**



**Google Chrome**



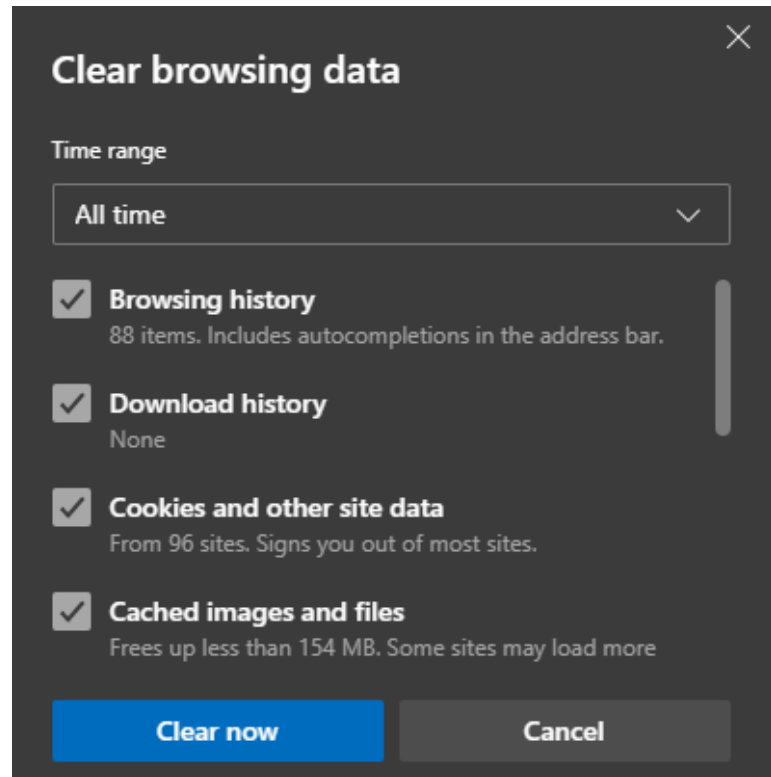
**Mozilla Firefox**



**Safari**

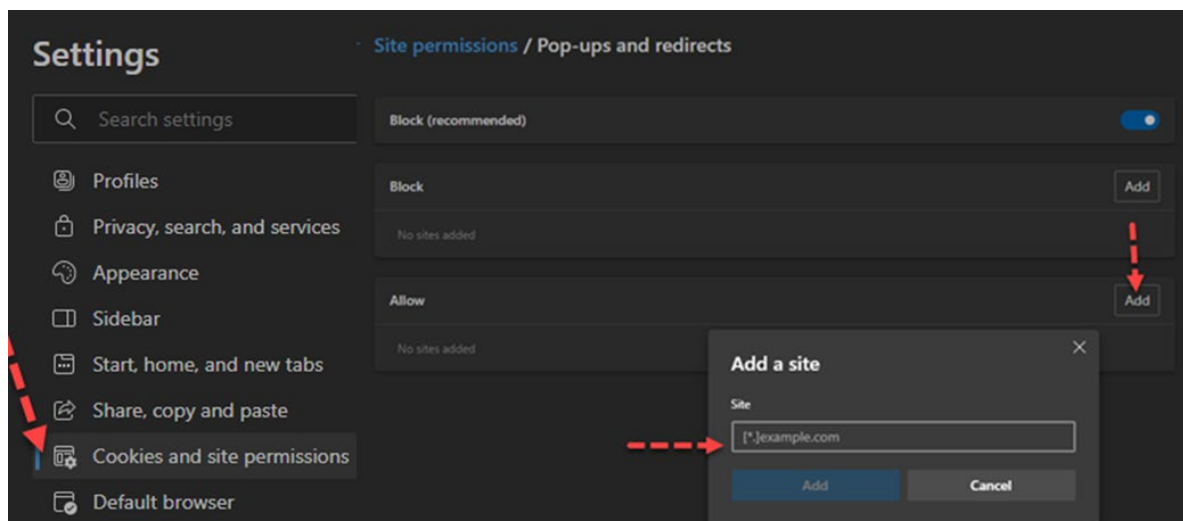
## Clearing Cache & Cookies

1. Open Microsoft Edge. Once open, hold the following 3 buttons, Ctrl and Shift and Delete, at the same time.
2. A window will appear, titled “Clear Browsing Data”. In this window, click on the dropdown and select “All Time”.
3. Ensure that the first 4 items are checked off (Browsing History, Download History, Cookies and Other Site Data, Cached Images and Files) then click “Clear Now”.
4. Close out of EVERY Edge browser window that you have open to finalize resetting the browser settings.
5. Re-open the Edge browser, and log back in to access and take your training.



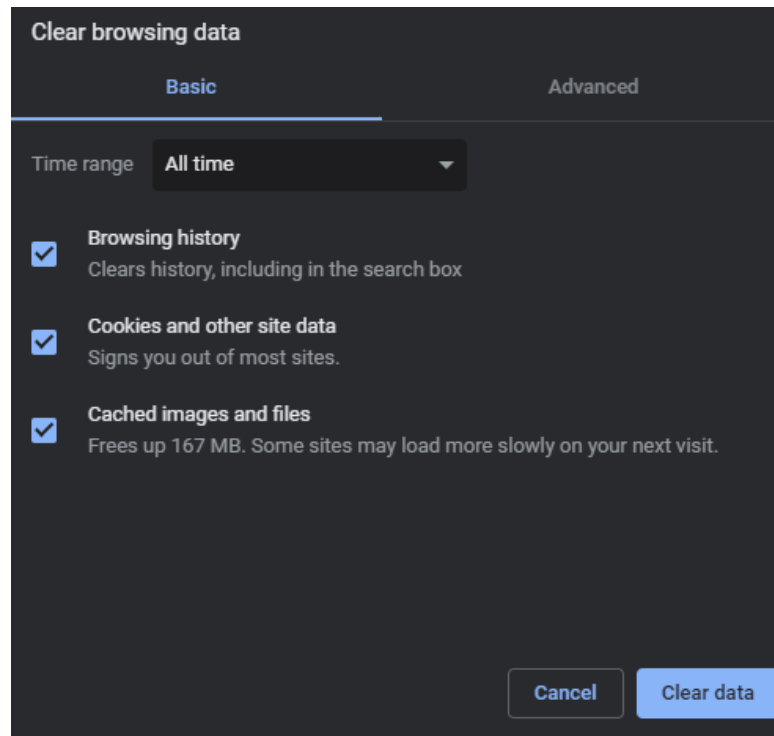
## Enabling Pop-ups

1. Open Microsoft Edge, click on the three dots located in the upper right corner, and select “Settings”.
2. In the tab that opens, click on “Cookies and Site Permissions” located in the left side menu.
3. Click on “Pop-ups and Redirects”.
4. Click on the “Add” button located in the Allow box and enter your training URL. Then select “Add”.



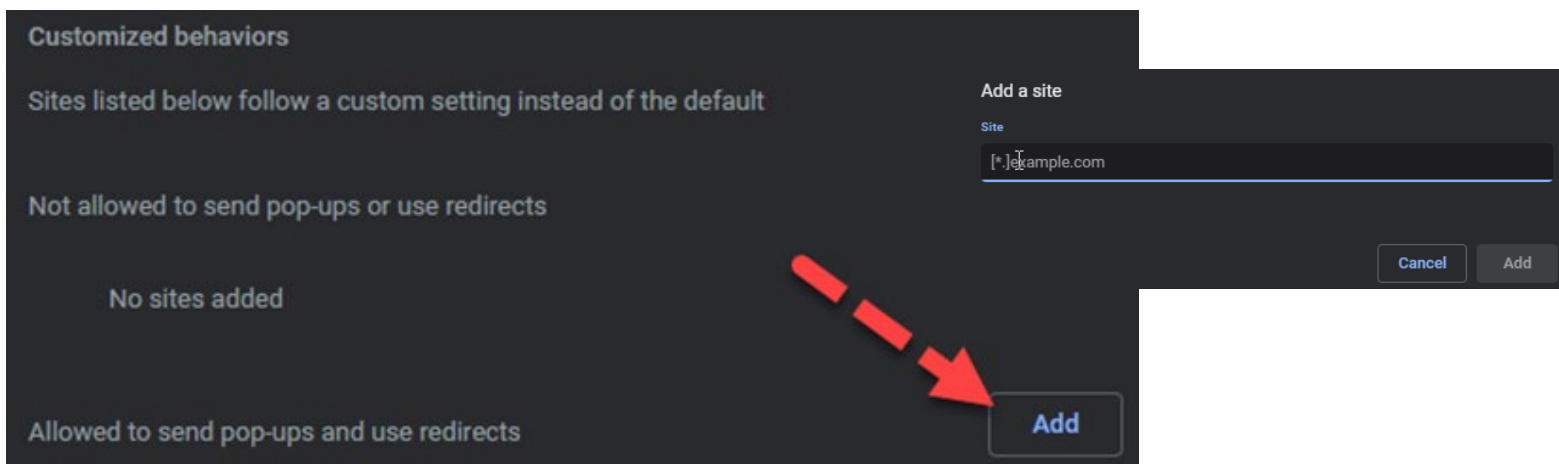
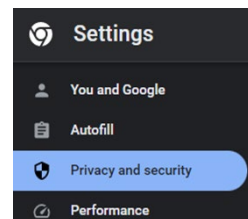
## Clearing Cache & Cookies

1. Open Google Chrome. Once open, hold the following 3 buttons, Ctrl and Shift and Delete, at the same time.
2. A window will appear, titled “Clear Browsing Data”. In this window, click on the dropdown and select “All Time”.
3. Ensure that the 3 items are checked off (Browsing History, Cookies and Other Site Data, Cached Images and Files) then click “Clear Data”.
4. Close out of EVERY Chrome browser window that you have open to finalize resetting the browser settings.
5. Re-open the Chrome browser, and log back in to access and take your training.



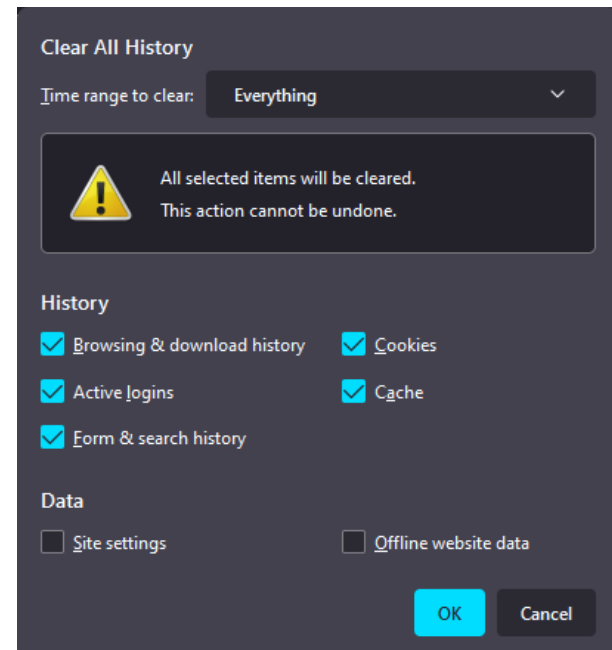
## Enabling Pop-ups

1. Open Google Chrome, click on the three dots located in the upper right corner, and select “Settings”.
2. In the tab that opens, click on “Privacy and Security” located in the left side menu.
3. Select “Site Settings”, then “Pop-ups and Redirects”.
4. Click on the “Add” button located under “Allowed to send pop-ups and use redirects” and enter your training URL. Then select “Add”.



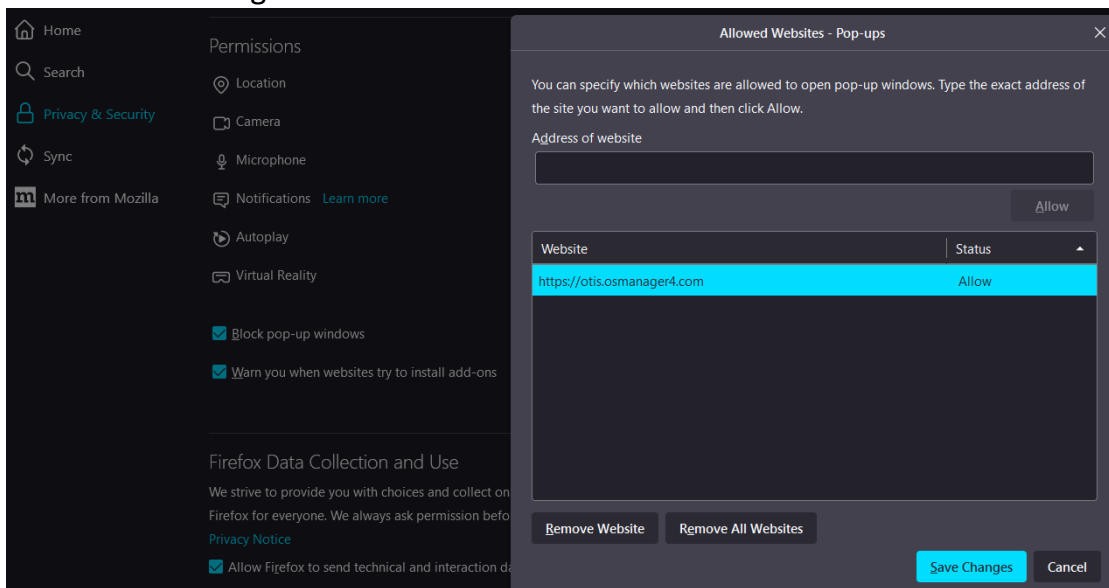
## Clearing Cache & Cookies

1. Open Mozilla Firefox. Once open, hold the following 3 buttons, Ctrl and Shift and Delete, at the same time.
2. A window will appear, titled "Clear All History". In this window, click on the dropdown and select "Everything".
3. Ensure that the 5 items are checked off (Browsing & Download History, Cookies, Cache, Active Logins, Forms & Search History) then click "OK".
4. Close out of EVERY Firefox browser window that you have open to finalize resetting the browser settings.
5. Re-open the Firefox browser and log back in to access and take your training.



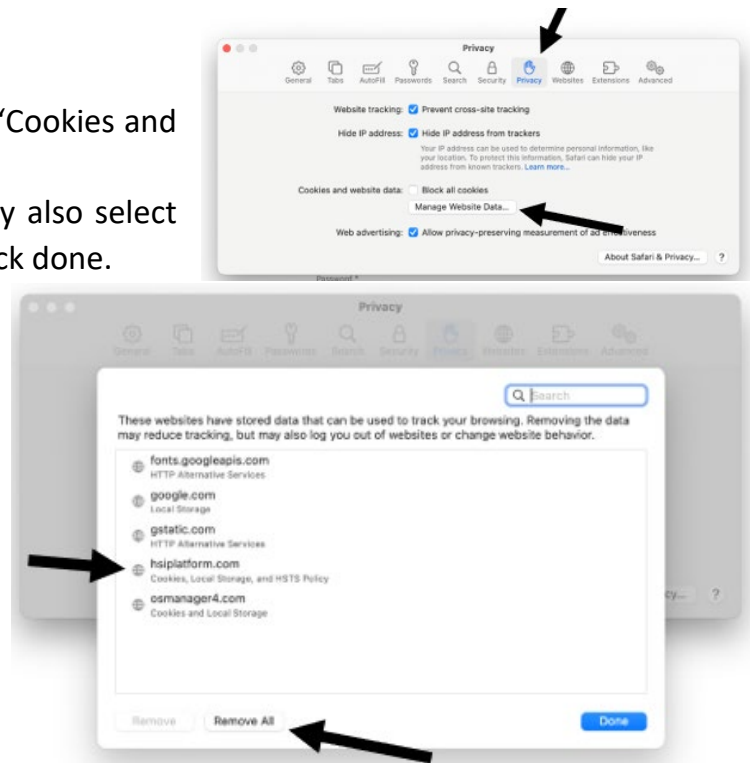
## Enabling Pop-ups

1. Open Mozilla Firefox, click on the three lines located in the upper right corner, and select "Settings".
2. In the tab that opens, click on "Privacy & Security" located in the left side menu and scroll down until you see the "Permissions" Section.
3. Next to "Block pop-up windows", click on "Exceptions".
4. Enter your training URL and select "Allow". It will then appear in the box below to verify. Once verified, select "Save Changes".



## Clearing Cache & Cookies

1. Open Safari and go to your training website URL.
2. Once there, select Safari, then “Preferences”.
3. Click on “Manage Website Data” located next to “Cookies and Website Data”.
4. Select the website, then click “Remove”. You may also select “Remove All” to remove all website data. Then click done.
5. Close out of EVERY Safari browser window that you have open to finalize resetting the browser settings.
6. Re-open Safari and log back in to access and take your training.



## Enabling Pop-ups

1. Open Safari. Once open, choose Safari, then “Preferences”
2. Select the Websites tab, then select Pop-up Windows. Use the “When visiting other websites” drop-down menu and select Allow to disable the pop-up blocker.
3. Use the drop-down menu next to the website to select Allow or use the “When visiting other websites” drop-down menu and select Allow to disable the pop-up blocker.

