



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







- 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".
- 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".
- 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.

Clear browsing data Time range Alt time Browsing history & tems. Includes autocompletions in the address bar. Download history None Ochies and other site data Rom 96 sites. Signs you out of most sites. Cached images and files Res up less than 154 MB. Some sites may load more

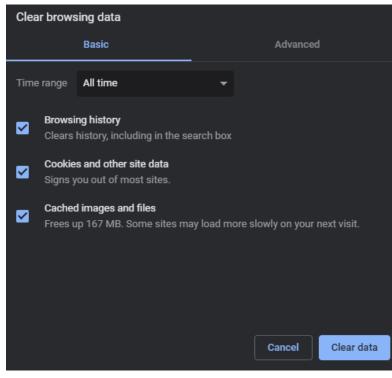
- 1. Open Microsoft Edge, click on the three dots located in the upper right corner, and select "Settings".
- 2. In the tab that opens, click on "Cookies and Site Permissions" located in the left side menu.
- 3. Click on "Pop-ups and Redirects".
- 4. Click on the "Add" button located in the Allow box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

5	Settings		Site permissions / Pop-ups and redirects	
	Q	Search settings	Block (recommended)	
	٩	Profiles	Block	Add
	Ô	Privacy, search, and services		1
	6	Appearance		÷
	□	Sidebar	Allow	Add
1		Start, home, and new tabs	No sites added Add a site	×
I	e	Share, copy and paste	Site	
1	r,	Cookies and site permissions	> [*]example.com	
	٦	Default browser	Add Cancel	

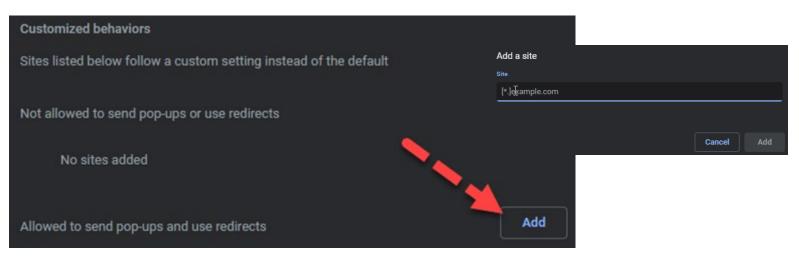


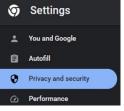


- 1. Open Google Chrome. Once open, hold the following 3 buttons, Ctrl and Shift and Delete, at the same time.
- 2. A window will appear, titled "Clear Browsing Data". In this window, click on the dropdown and select "All Time".
- 3. Ensure that the 3 items are checked off (Browsing History, Cookies and Other Site Data, Cached Images and Files) then click "Clear Data".
- 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.



- 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".









- 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.

Clear All History	
Time range to clear: Everything	~
All selected items wi This action cannot b	
History	
<mark> B</mark> rowsing & download history	<mark>√</mark> <u>C</u> ookies
✓ Active <u>l</u> ogins	<mark>√</mark> C <u>a</u> che
<mark>✓</mark> <u>F</u> orm & search history	
Data	
<u>S</u> ite settings	Offline website data
	OK Cancel

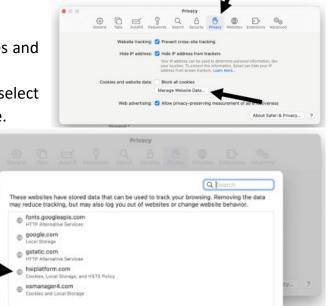
- 1. Open Mozilla Firefox, click on the three lines located in the upper right corner, and select "Settings".
- 2. In the tab that opens, click on "Privacy & Security" located in the left side menu and scroll down until you see the "Permissions" Section.
- 3. Next to "Block pop-up windows", click on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

Home	Permissions	Allowed Websites - Pop-ups	×
Q Search		You can specify which websites are allowed to open pop-up windows. Ty	vpe the exact address of
	Camera	the site you want to allow and then click Allow.	
Sync		Address of website	
m More from Mozilla	Notifications Learn more		Allow
	🏷 Autoplay	Website	Status 🔺
	戻 Virtual Reality	https://otis.osmanager4.com	Allow
	☑ Block pop-up windows ☑ <u>W</u> arn you when websites try to install add-ons		
	Firefox Data Collection and Use We strive to provide you with choices and collect on Firefox for everyone. We always ask permission befo Privacy Notice Allow Firefox to send technical and interaction da	Remove Website Remove All Websites	ve Changes Cancel





- 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.



- 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.



General	Allow pop-up windows on the websites I	below:	
Auto-Play	Currently Open Websites		
Page Zoom	15 sys.hsiplatform.com	✓ Block and Notify	
Camera	ng eyernegeeldernaam	Block Block	
Microphone		Alow	
Screen Sharing			
Location			
Downloads	/		
🚨 Notifications			
Pop-up Windows	Remove When visitin	g other websites: Block and Notify 🕤	