

WHY AM I HAVING TECHNICAL ISSUES?

Some learners, when viewing courses in a learning management system (LMS) such as the eLoft courses, run into issues with tracking and completion of units and courses. These issues can be caused for a few reasons including the web browser, the stored cache & cookies stored on your computer and/or your 3rd party cookies settings. Below are some tips to help you troubleshoot these issues.

TIP #1: SWITCH BROWSERS

Try switching browsers. We have found that some recent updates to the Chrome browser have caused issues when viewing the eLoft courses. You can try any other modern browser to see if this fixes the issues you are having including Firefox, IE 9+, Safari, and Opera. Note that older versions of browsers may cause viewing / tracking issues, so we strongly recommend you install a modern browser. Regardless of browser, try to make sure that once you have viewed a video unit, you close the video window *before* closing down the browser window.

TIP #2: CLEAR CACHE & COOKIES

If switching browsers does not solve the issues you are having, then the next step is to clear the cache & cookies from your computer.

Google Chrome:

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click More tools  Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

Mozilla Firefox:

1. Click the menu button and select Options.
2. Select the Privacy & Security panel and go to the Cookies and Site Data section.
3. Click the Clear Data...button. The Clear Data dialog will appear. Cookies and Site Data (to remove login status and site preferences) and Cached Web Content (to remove stored images, scripts, and other cached content) should both be checked marked.
4. Click Clear.

Safari:

1. In the Safari app on your Mac, choose History > Clear History, then click the pop-up menu.
2. Choose how far back you want your browsing history cleared.

If you are using a different browser/computer, please search online for instructions on how to clear the cache & cookies.

TIP #3: ENABLE 3RD PARTY COOKIES

eLoft Careers courses are published in a technical language called SCORM. In order for this technical language to 'speak' to the Learning Management System, you must configure your browser to accept third-party cookies. Most browsers accept them by default. If your browser doesn't (e.g. Safari) or you've already disabled third-party cookies from your settings, you have to enable them immediately for SCORM content to load properly and the courses to be tracked.

Here's how to enable third-party cookies in six popular browsers:

Mozilla Firefox

1. Click the menu symbol and choose Options.
2. Go to the Privacy and Security tab.
3. In the History section, choose Use custom settings for history from the Firefox will drop-down list.
4. In the Cookies and Site Data section, check Accept cookies and site data from websites.
5. From the Accept third-party cookies and site data drop-down list, choose Always.

Google Chrome

1. Click the menu symbol and choose Settings.
2. In the Privacy and security section, click Cookies and other site data.
3. Make sure you Allow all cookies.

Internet Explorer

1. Click the gear symbol and choose Internet Options.
2. Go to the Privacy tab.
3. Click Advanced.
4. On the Advanced Privacy Settings dialog box, check Override automatic cookie handling.
5. On the First-party Cookies section, check Accept.
6. On the Third-party Cookies section, check Accept.
7. Check Always allow session cookies.
8. Click Ok.
9. Click Ok again and restart the browser.

Microsoft Edge

1. Click the menu symbol and choose Settings.
2. In the Advanced settings section, click View advanced settings.
3. From the Cookies drop-down list, choose Don't block cookies.

Safari (Mac)

1. Click Safari and choose Preferences.
2. Go to the Privacy tab.
3. In the Cookies and website data section, uncheck Block all cookies.

Note: Also, make sure that **Prevent cross-site tracking** is unchecked.

Safari (iOS)

1. On your iPhone or iPad, click Settings.
2. On the left-hand panel, choose Safari.
3. In the Privacy & Security section, click Block Cookies.
4. On the Cookies and website data checklist, check Always allow.

If you continue to have technical issues, please email info@eloftcareers.com and provide as much detail as possible (e.g. course(s) and unit(s)) that are causing the issue).
Thank you and happy learning! The eLoft Careers Team