

Troubleshooting Technical Issues with this course

Issue: I have completed one module of this course; but I cannot access the next module in the Learning Path in LEARN.

Solution: Click “refresh” on the Learning Path page in LEARN, this should unlock the next module in the course.

Issue: I cannot advance through the course as the NEXT button is not working.

Solution: Refresh your browser window and start the module from the beginning. Quickly advance through the material to the slide where you left off, the NEXT button should work now. Note: prompted to choose “Would you like to resume where you left off?”, select NO to start from the beginning. Selecting YES will not fix the issue.

For all other issues please send your enquiries to fergalconnolly@fb.com