

Title IX and Harassment Prevention Training Troubleshooting Guide

Here are some troubleshooting recommendations from the ecourse vendor:

- **Browser Options:** Disable all popup blockers, 3rd party toolbars and make sure that 3rd party cookies are enabled.
 - You can use this guide to help you disable pop-up blockers:
http://training.jhu.edu/LMS/Pop-up_Blocker_Check.pdf
 - You can use this link to check your system and browser information:
<http://browser.SkillPort.com>
- **Switch Browsers:** Switch to using Chrome, Firefox, or IE. Make sure that you are using the most current version of your browser

SYSTEM CONFIGURATIONS FOR THE BEST EXPERIENCE	
OPERATING SYSTEM	BROWSER
Mac OS X Yosemite	Safari 7, Safari 8 Chrome Firefox
Windows 7	Chrome Firefox Internet Explorer 9, 10, 11
Windows 8	Internet Explorer 11

For help, please contact support.lawroom.com

- **Clear Cookies & Cache:** You can use this guide to clear your cookies & cache depending on which browser you are using: <http://www.refreshyourcache.com/en/home/>
- **Computer Requirement:** Make sure that you are using a PC or Mac to access our courses. You can also try switching to another computer to help troubleshoot the issue.
 - The courseware is not compatible with Linux machines. The participants must take the training on a Mac, iPad or Windows PC.
- **Network Requirement:** If you are on a wireless connection please try switching over to a hardline internet connection and retesting.

If these trouble shooting steps were taken and the issue still persists. Please reach out to the vendor by either Email: lsupport@everfi.com or Phone: 1-844-348-1616.

This will allow the vendor's helpdesk team to assist the user directly, and help build a case if there is a larger issue.

Additional Notes

Course Completion:

- The completed ecourse does not list the amount of time spent in the course, on the history page in myLearning.
- When the ecourse has been completed it will be listed on your 'My History' page. It does not have a PDF certificate attached to it. To print a certificate:
 - Log into myLearning
 - Click on My History
 - Click on Title IX and Harassment Prevention Training...
 - Click on Take course
 - Select the certificate to print from the 3 buttons listed



COURSE: Intersections: Supervisor Anti-Harassment & Title IX (EDU-US)

You already completed this course on [REDACTED] You can print certificates by clicking the buttons below.



Now, you have two options:

REVIEW COURSE ONLY

If you want to "review" the course, **click»»** [Review](#)

RETAKE COURSE (new certificate)

If you want to "retake" the course because you need a newly dated certificate, **click»»** [Retake](#)