

Technical Issues Guide

We understand that technical issues can be frustrating and stressful, but our Support Team works diligently to not only help you resolve those issues but to also prevent them.

We suggest using Google Chrome, Firefox, or Safari (Apple devices) on a home/personal internet connection. Many medical facilities have strict security settings and firewalls in place that may cause our platform to malfunction.



Our **courses launch in a new window** so an active popup blocker will stop the course from launching.



Clearing the cache & cookies in your security settings will often eliminate issues we sometimes see.

If issues persist, we suggest using a **different device and/or another internet network.**

A few Technical Issues that some learners report

"My course won't launch."

Our courses will launch in a new window so an active popup blocker may prevent the course from opening. You can "allow" our site to open popups in the Site Settings of your browser (*located in Privacy & Security*).

"Clicking Launch sends me back to the main screen."

Many of our learners already have accounts, but may not realize it. When an account is created, and the email address is changed to one already on another account, it will cause a "looping issue" when launching the course. Please let our Support Team know so we can merge your accounts to resolve that issue.

"I'm unable to move to the next module."

When you first start your course it's best to click the red Begin button on the Contents Page. Clicking the Launch button next to each section will only launch that particular module. To fix this, simply click the house/home button in the top right, then click Start on your course and click Begin to relaunch the course where you left off.

"My exam is locked."

If you clicked Launch on your course you'll need to click the house/home button in the top right, click Start on your course, then click the red Begin button. This will move through the entire program and will launch the next section (*ie. your exam*). Using the Launch button next to a section will only launch that particular module.

"I can't submit my exam!"

If the Submit button doesn't work we suggest logging out, logging back in, & relaunching the course by clicking the red Begin button on the Contents Page to submit your exam. Some medical facilities have firewalls that may block parts of our platform. If you continue to have trouble, we suggest using a home/personal internet connection.

"I'm unable to submit the CME Registration."

Some learners accidentally skip the State when putting in their address and each field is required. Many medical facilities have firewalls in place that may prevent you from submitting the form. If all sections are filled out and you don't see an error message then we suggest trying another device on your home/personal internet connection.

Clearing the cache & cookies

Each website you visit holds onto certain information from your browser. Eventually this may cause your browser to slow down and even malfunction. Clearing the cache is a great habit, even when you're not using our platform. It will often speed up your browser, and will typically resolve the issues some of our learners report.

Follow the steps below based on your device & browser:

Safari (desktop)

- With **Safari** open, go to the upper left corner and select "**Preferences.**" (Depending on your version of Safari you may need to click "Settings for This Website...")
- Click the **Privacy** tab (it looks like a small hand)
- Click "**Manage Website Data**"
- Click "**Remove All**"
- After this process has finished, click "**Done**"
- **Close your browser** by using the red X in the top left corner (this allows the updates to complete)
- Relaunch and log in to your account

Safari (mobile)

- Go to the **Settings app** on your device. (It looks like a small gray gear)
- Scroll down and tap on **Safari**
- Under the **Privacy & Security** section make sure "**Prevent Cross-Site Tracking**" and "**Block All Cookies**" are both turned **off/disabled**.
- Just below this, tap the blue hyperlink that says "**Clear History and Website Data**"
- Tap the red "**Clear History and Data**" button.
- Close your browser. *This can be done by swiping up from the bottom of your screen and holding it in the middle of your screen. This will open all of your active apps. Swipe up on Safari to close it out.*
- Relaunch and log in to your account

Google Chrome (desktop)

- Click your **menu** button (it looks like 3 small vertical dots located under the "X" button in your browser).
- Select "**Settings.**"
- Click "**Security and Privacy**" to the left
- Select "**Clear Browsing Data.**"
- Change the **Time Range** to "**All Time**"
- Make sure **all three boxes are checked**: Browsing History, Cookies & other site data, and Cached images & files
- Click "**Clear Data**"
- **Close your browser** using the X in the top right corner (this allows the updates to complete)
- Relaunch and log in to your account

Google Chrome (mobile)

- With your **Chrome** browser open tap the three small dots in the bottom right corner
- Select **History**
- In the bottom left corner, tap **Clear Browsing Data**
- Make sure **Browsing History, Cookies & Site Data, and Cached Images & Files** are all selected
- Clear the red hyperlink at the bottom of your screen that says **Clear Browsing Data**
- Close your browser
- Relaunch and log in to your account

Firefox (desktop)

- Click the **menu** button in the far top right corner, just below the X in your browser (it looks like three small lines)
- Click **Settings**
- Click **Privacy & Security**
- Under "**Enhanced Tracking Protection**" select **Custom** and make sure **Cookies and Tracking Content** are both **disabled**. (There should not be a checkmark next to those options)
- Next, scroll down to the **Cookies and Site Data** section.
- Click **Clear Data**
- Both **Cookies and Site Data** as well as **Cached Web Content** should be checked.
- Click **Clear**
- **Close your browser** using the X in the top right corner (this allows your browser to reset)
- Relaunch and log in to your account

Images Not Showing

A small percentage of learners report that the "case images" in their course do not appear. This is most common with Chrome, Microsoft Edge, and Internet Explorer.

Embedded images are sometimes flagged as "*insecure*" by some browsers. This is based on the specific privacy/security settings which will then block those images. Some browsers do this by default. By allowing our website access to display this content it will then show the images.

An easy solution is to use Firefox or Safari (on Apple devices) as your browser. However, if you prefer to continue using Chrome then please follow the steps below.

Google Chrome (desktop)

- Click your **menu** button in the top right corner (*it looks like 3 small vertical dots located under the "X" button in your browser*).
- Select **Settings**.
- Click **Security and Privacy** to the left
- Select **Site Settings** in the middle of your screen
- Scroll to the bottom of your screen and click **Additional Content Settings**
- Scroll down and click **Insecure Content**
- Click the **Add** button next to "*Allowed to show insecure content*"
- Add the URL/link for our platform below:
 - <https://training2.acls.com>
- Click the blue **Add** button
- Our site should now be listed under the Allowed options
- **Return to your course and refresh the page**. The images should now appear.

We suggest using a home/personal internet connection. Many medical facilities have strict security settings and firewalls in place that may cause our platform to malfunction.

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Need additional help?

Our friendly and dedicated Support Team is standing by and happy to assist! You can reach them during regular business hours:

Monday-Friday, 8am-7pm CST

support@acls.com

888.364.1202
