

# **Troubleshooting / FAQ about the Online Steward Training Course**

## **Training Course Will Not Load**

If you have difficulty loading the course, you may need to install the Flash plug-in. If this is necessary, follow the on-screen directions and respond when prompted

If you have installed or enabled a popup blocker on your web browser, you will need to disable it to allow the course to load in its own window. To do this:

1. Firefox: Click on Preferences, then click on Privacy & Security, and then click on Popup Windows. Then, un-check the toggle box that says "Block popup windows"
2. Internet Explorer: IE 6 does not come with a built in Popup Blocker. If one is installed on your computer, you should be prompted with an option to disable it as the course tries to load.

## **Program Doesn't Fill Computer Screen**

The course is designed to run in a browser window set to 800x600 pixels. If you wish to view the program window as full screen, you must adjust your screen resolution to be set at 800 x 600 pixels. To do this:

1. With only your desktop visible -- right click your mouse.
2. Click "Properties" at the bottom of the pop-up box that appears. This will bring up the "Display Properties" dialog box.
3. Click on the "Settings" tab.
4. "Screen resolution" will be one of the options that you can set in this tab. Set to 800 x 600 pixels.

## **Audio: Doesn't Work**

- 1) Be sure you have plugged in and turned on your speakers.
- 2) Once logged into the course, be sure the speaker icon at the bottom of the page is green. If it's red, click on it to toggle it green.

## **Audio: Delayed**

Audio is available on pages that have the mentor character at bottom left; when you see the mentor, wait for a few seconds before starting your work on that page. This will allow time for the speaking to begin. On some slower dialup connections, the sound will take a few seconds to start. You can always disable the mentor from talking by clicking the speaker icon at the bottom of the page, changing it from green to red.

## **Audio: To Repeat**

Click on the left hand page of the book icon at lower right to go back one page, and then click on the right hand page to advance and replay the audio.

## **Moving around in the course**

The Book icon on the bottom right of the screen controls movement forward and backward. To move ahead, click on the right page. To move back, click on the left page.

## **Exploring the Icons in the Course**

To understand the function of the various icons (the circles and other images on each page), click on the question mark and arrow at the top of the page, then move your cursor onto the icon you want to understand. When you're done, click on the question mark again and you will return to normal operation of the program.