

## TROUBLESHOOTING GUIDE

### For browser issues and not being able to progress to next lessons

Because there are dozens of variations in versions and settings in Internet Explorer and other browsers that may be the cause of trouble with your courseware operation, it is recommended that you simply use an alternate browser.

1) Please download, install, and access your course using Google Chrome as your internet browser.

The free download can be found [HERE](#).

- This is the easiest and quickest solution.
- Chrome is free, safe, and easy to use.
- If you wish, you may easily remove Chrome after completing your course.

2) After Chrome has been downloaded and installed, **ALWAYS access your training by clicking the Google Chrome icon on your desktop**. **DO NOT click the link in the notification email as that will open the course in Internet Explorer, which is the root of the problem.**



3) **Copy and paste** the portal website address (url) from your original eLeap notification email into your Chrome address bar.

- a. **If you purchased the course yourself**, the address will be **<https://courseportal.2leap.com>**
- b. **If your employer purchased the training for you**, the address will be formatted similarly, such as <https://companyname.2leap.com>. Again, refer to your original notification email.

4) Add your portal url to favorites/bookmarks by clicking the star icon in the far right of Chrome's address bar

5) Login using the credentials you were provided and RELAUNCH COURSE for the last lesson you were in

6) You may need to retake the last Knowledge Assessment, but you can go to it directly using the index on the left of the course player window. Click FINISH when done, and you should progress normally

Other settings that may affect performance:

- You may need to turn OFF anti-virus software. Even though we use a secure connection, some anti-virus software will prevent your computer from sending your test results to our server.
- Check with your system administrator if using equipment/network set up by your employer.

If you continue to have issues, please contact:

Steven Sebestyen  
[e-idtraining LMS Administrator](mailto:ssebestven@e-idtraining.com)  
ssebestven@e-idtraining.com  
262-278-0106 M-F, 9-6 Central