

TROUBLESHOOTING GUIDE

Although the course is designed for all browsers, there are dozens of settings within your individual browser that may cause unexpected behavior, such as not allowing you to progress to the next lesson. The easiest correction is to simply access your course from an alternate browser from the following list:

Internet Explorer
Microsoft Edge
Google Chrome
Mozilla Firefox
Safari

1) After selecting a different browser already on your machine (or after downloading and installing a new browser) **ALWAYS** access your training by clicking the browser's icon on your desktop or from your **START** menu. **DO NOT** click the link in the notification email as that will open the course in your default browser.

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

3) Add your portal url to the browser's favorites/bookmarks

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.

Troubleshooting FAQ's

Q:: HELP! I passed the test but cannot go to the next lesson!

A: Please follow the instructions above to access your course using a different browser.

Q:: When I finish a module in Google

Chrome, my Google Chrome window closes completely and I have to log back in!

A: turn pop-up blockers off in Google Chrome. In your Chrome window:

1. Click the menu icon in the top right corner (button with three horizontal lines).

2. Click Settings in the dropdown
3. Scroll down on the new page and click "Show Advanced Settings"
4. Scroll to the heading "Privacy"
5. Click the gray "Content Settings" box
6. In the new window, scroll to the "Pop-ups" heading
7. Click the round button for "Allow all sites to show pop-ups"
8. Click "Done" 9.

Return to your course

Q:: Where are the module tests?

A: All modules except contain a 10-question Knowledge Assessment that requires an 80% score to pass. You will be brought to the test automatically once you have viewed all of the slides in the module.

Q:: How do I start the course? I don't see a lesson index, just a description page and a column of dots under "Course Content"?

A: Click the menu icon (button with 4 horizontal lines) above the dots and just to the left of "Name". This will expand the index.

Q:: Do I need to take the modules in order?

A: Yes. Please begin with the first listed module and progress through the remainder.

Q:: Can I start and stop the course?

A: Yes. You may leave and resume the course as often as needed using your bookmarked link. However, after all modules within the course are completed, you will NOT be able to access the actual content again.

Q:: Can I print the course for use later?

A: No. However, you have access to the course job aid that contains all of the pertinent course material.

If you continue to have issues, please contact:

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