

Troubleshooting Guide for CCHS Online Training (Litmos)

Purpose: This guide outlines system requirements for accessing Litmos as well as directions on how to properly configure browser settings in Internet Explorer, Google Chrome, Mozilla Firefox and Safari. If a course will not load after verifying these settings, review the last section on installing Adobe Flash Player.

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Note: If the course stops playing or will not allow you to retake an assessment, you may need to clear the cache in your internet browser. You should also verify that the version of the browser you are using is listed in the System Requirements section on page 2.

System Requirements for Litmos:

Desktop or laptop:

- A Broadband Internet connection
- Web browser:
 - Internet Explorer 8+
 - Firefox 2+
 - Safari on Mac 1.2+
 - Google Chrome
- Javascript and Cookies (including third party Cookies) enabled

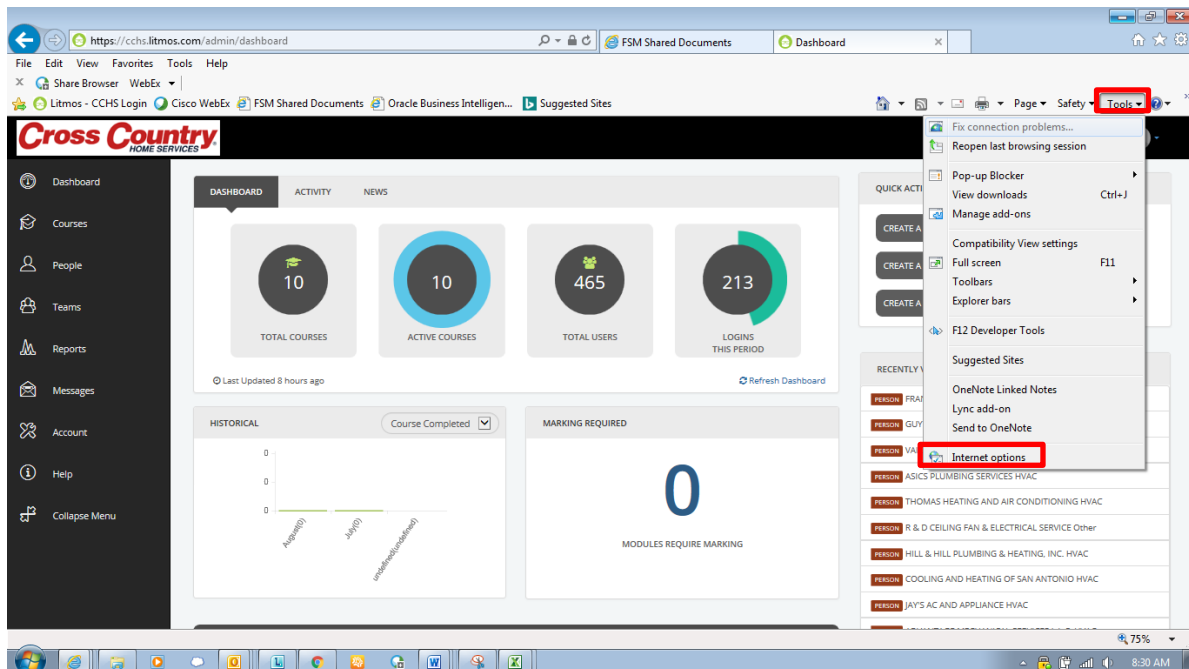
Mobile Devices:

- Android devices using Chrome
- **Apple devices including iPads and iPhones may *not* be able to play the courses due to incompatibility with Adobe Flash Player**

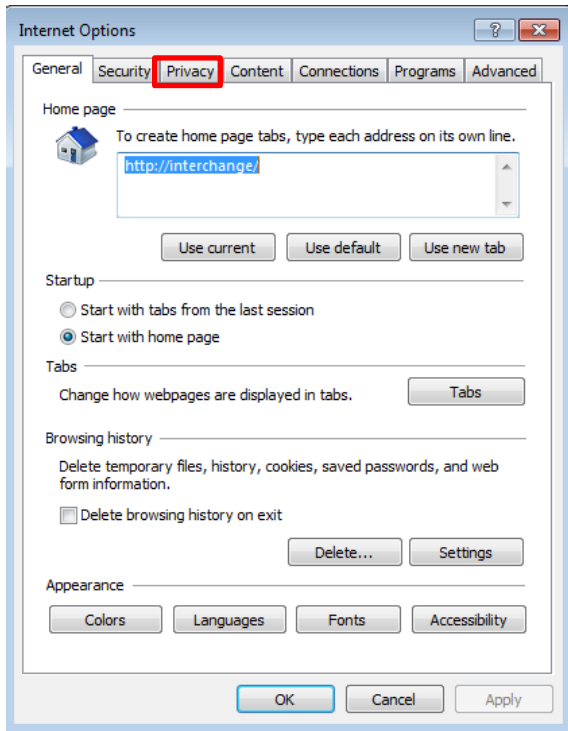
Using Internet Explorer:

To check if Cookies are enabled:

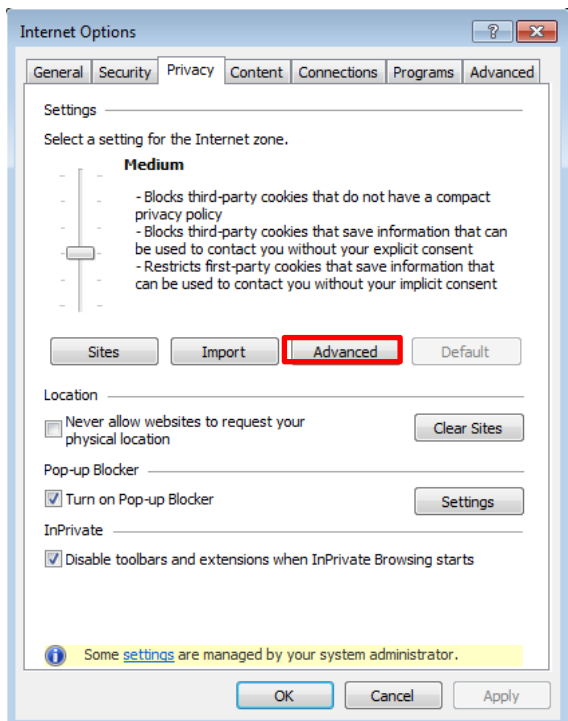
Click Tools in the upper right hand corner and select “Internet Options”.



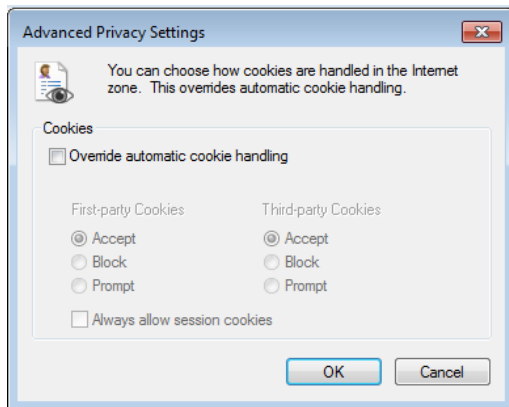
A new window will open. Click the “Privacy” tab.



Click on “Advanced”.



A new window will open. Verify that all Cookies are set to “Accept”. You may need to check the “Override automatic cookie handling” setting and manually change First-party and Third-party Cookies to “Accept”.



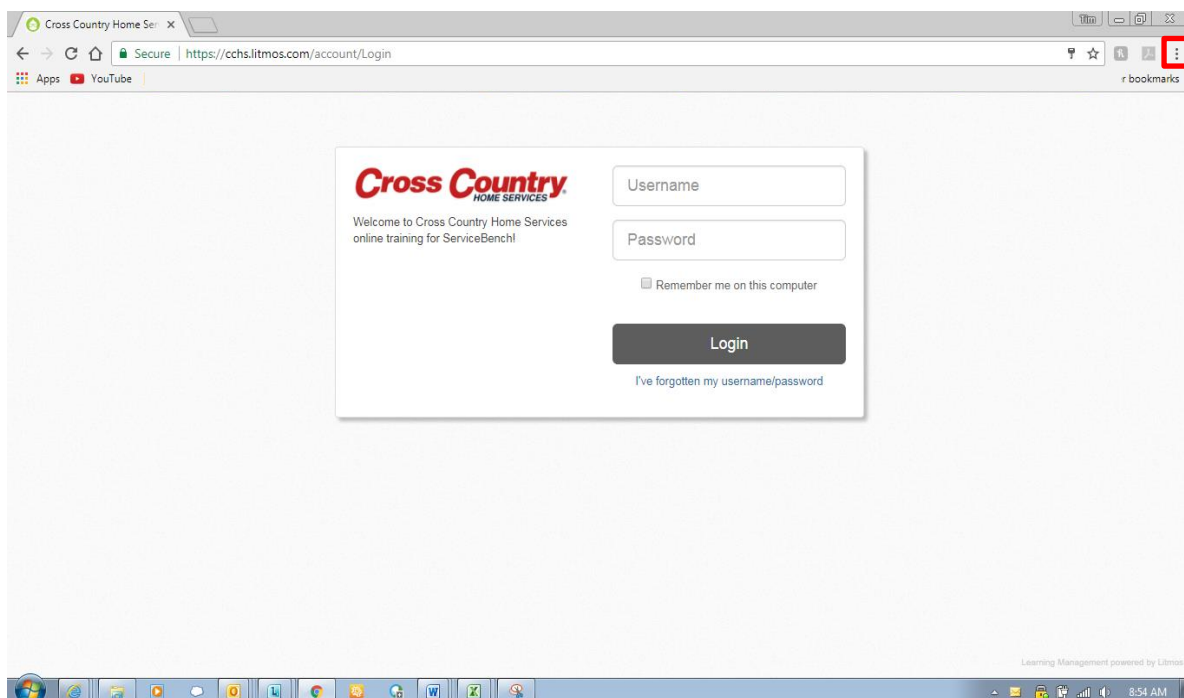
To check if Javascript is enabled:

Visit the Microsoft Support page at <https://support.microsoft.com/en-us/help/3135465/how-to-enable-javascript-in-windows>

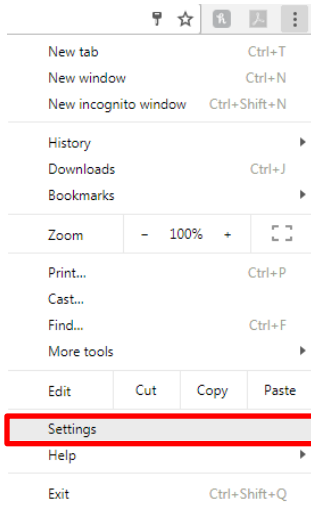
Using Google Chrome:

To check if Cookies are enabled:

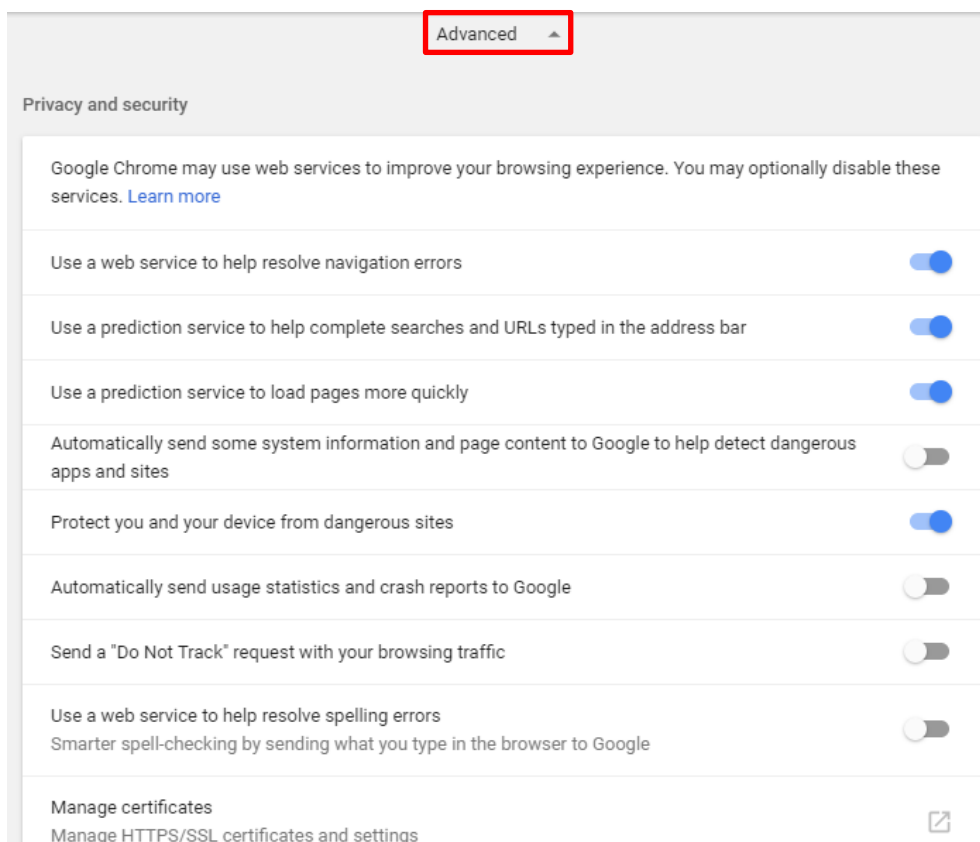
Click the “Customize and Control Google Chrome” button in the upper right.



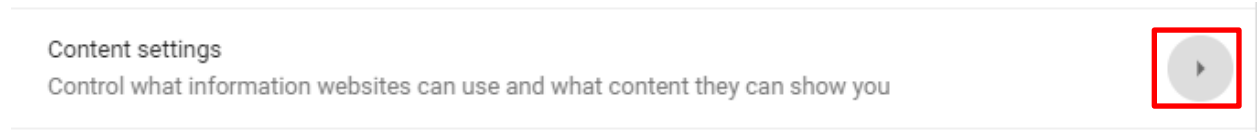
Click on “Settings”.



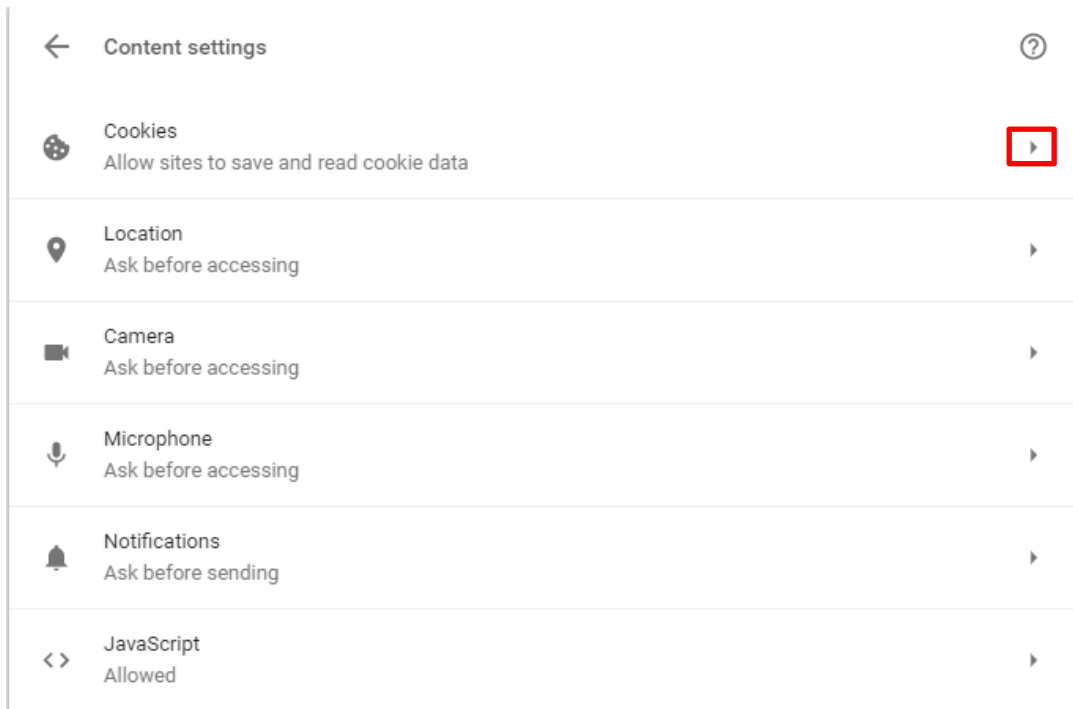
Scroll down to the bottom of the Settings page and click “Advanced”. The Privacy and Security settings will open.



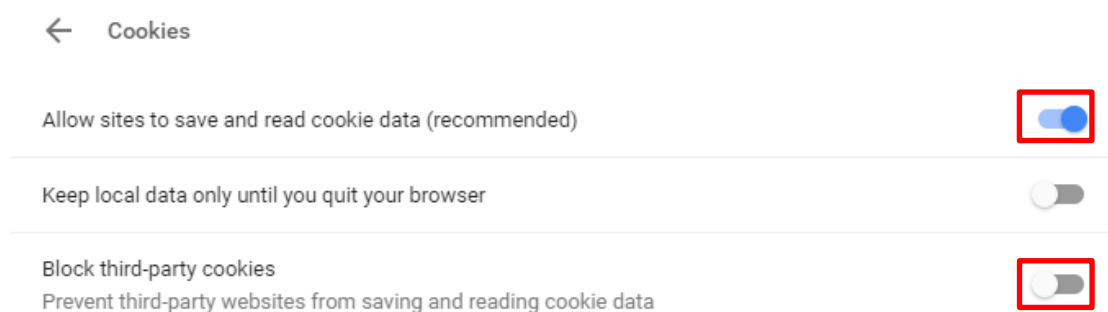
Scroll to the bottom of the section and click the “>” button next to “Content Settings.”



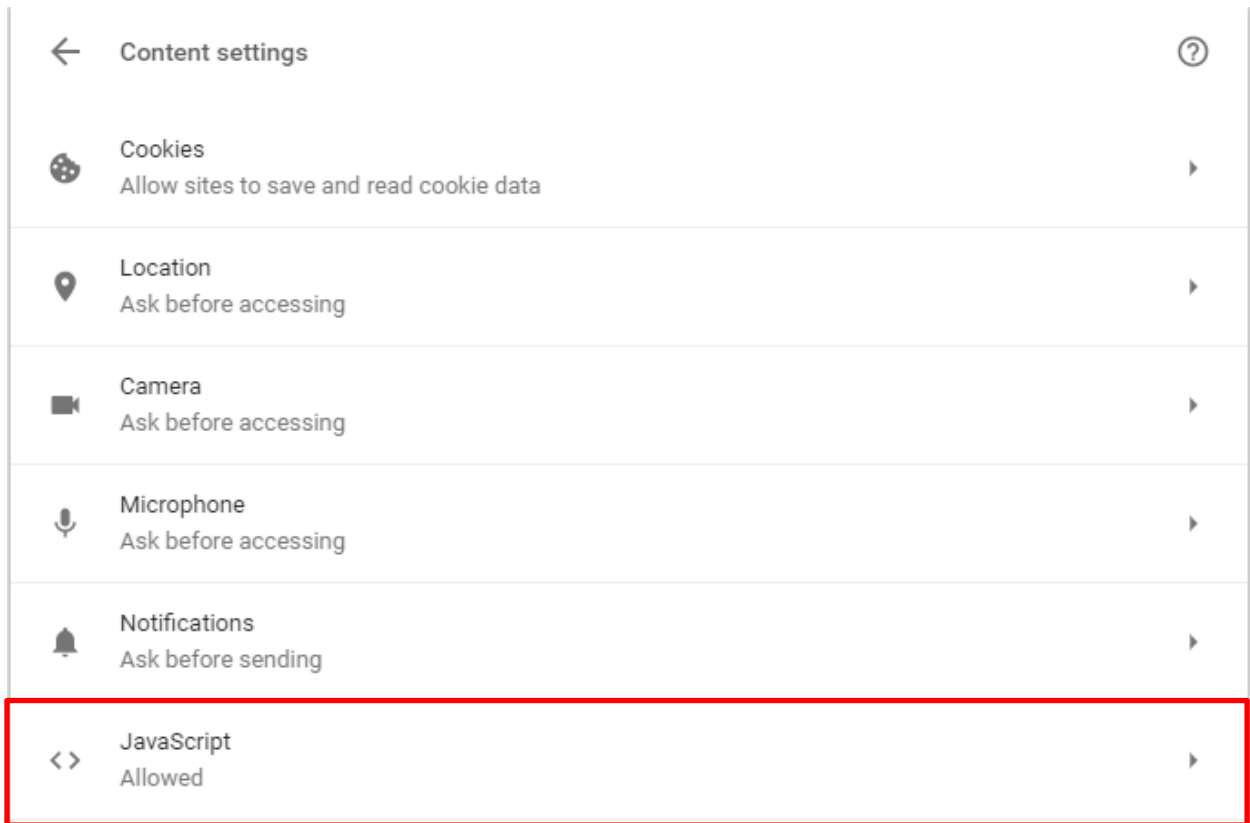
Click on the “>” in the Cookies section (note that you can also tell from this view whether or not Javascript is allowed, near the bottom).



The “Allow sites to save and read cookie data setting must be enabled as showing below. The “Block third-party websites from saving and reading cookie data” must be disabled as showing below. To change a setting, click on the button with your mouse and drag left (to disable) or right (to enable).



If Javascript shows set to “Allowed”, no changes are required. If Javascript has been disabled, click the “>” arrow in that section.



To enable, click the slide button to the right as shown below.



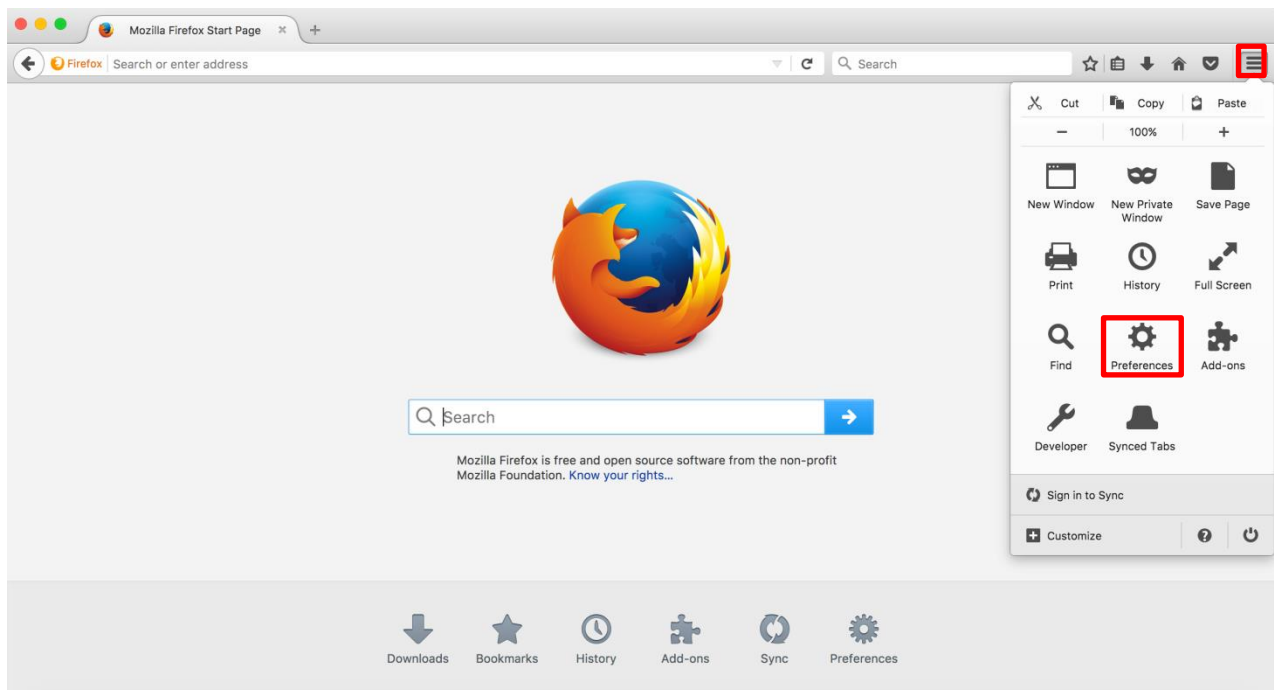
For additional information about configuring Javascript, visit the Microsoft Support page:

<https://support.google.com/adSense/answer/12654?hl=en>

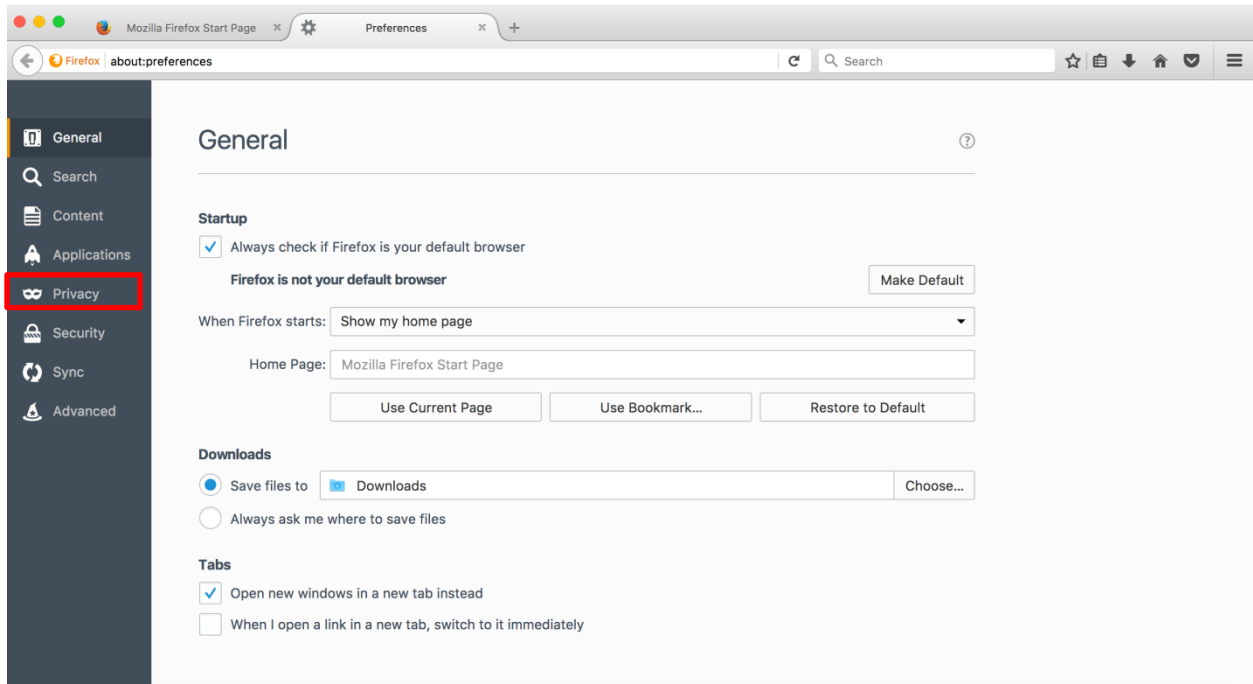
Using Firefox:

To check if Cookies are enabled:

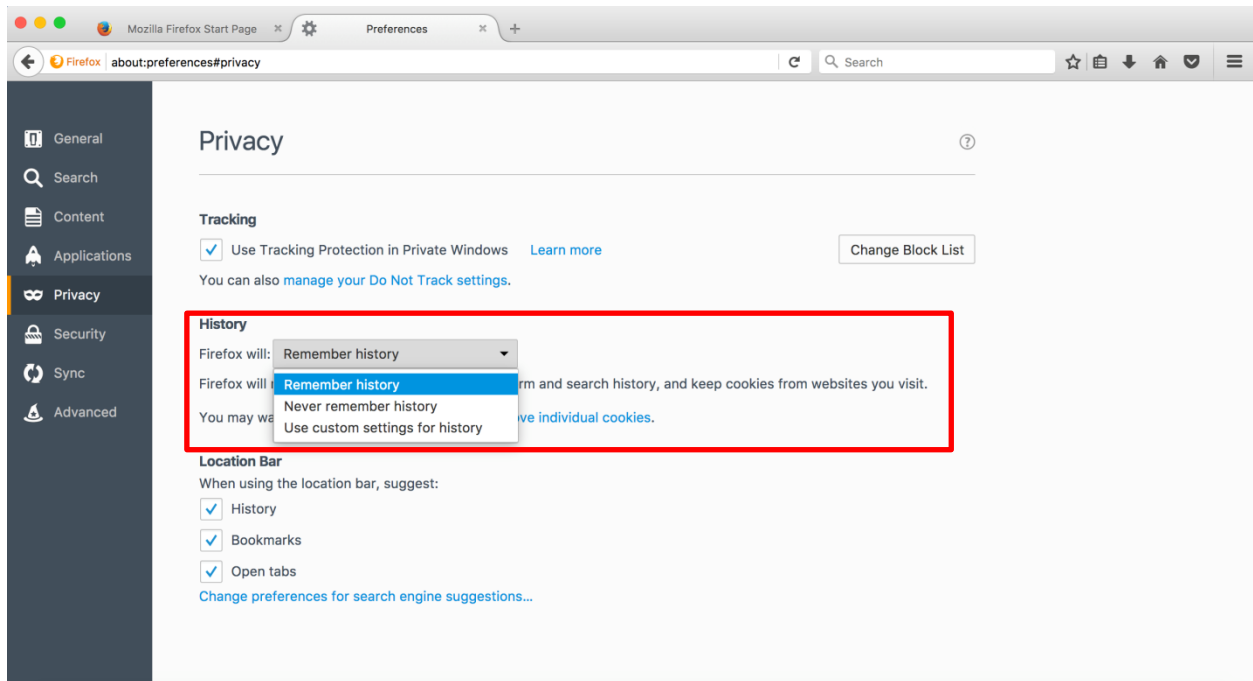
Click the “Open Menu” icon in the upper right and select “Preferences”.



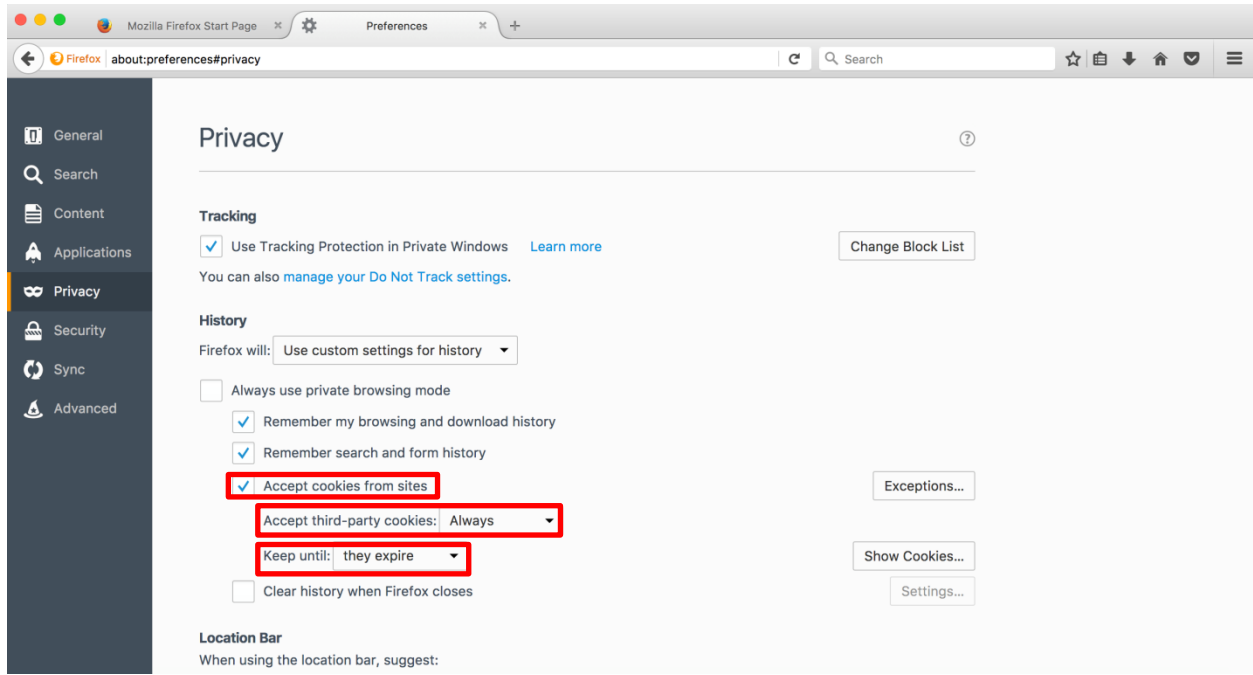
On the Preferences page, click the “Privacy” tab in the menu on the left.



Under the History section, verify that the “Never remember history” setting is **not** selected from the dropdown window. You may choose “Remember history” or “Use custom settings for history”. If you choose “Remember history”, no further action is required. If you choose “Use custom settings for history”, see additional info below.



Choosing Custom Settings will display additional fields. Be sure that “Accept cookies from sites” is checked and “Accept third-party cookies” is set to either “Always” or “From Visited”. The “Keep Until” field should be set to “they expire” as shown below or the cookies will be removed each time you close Firefox.



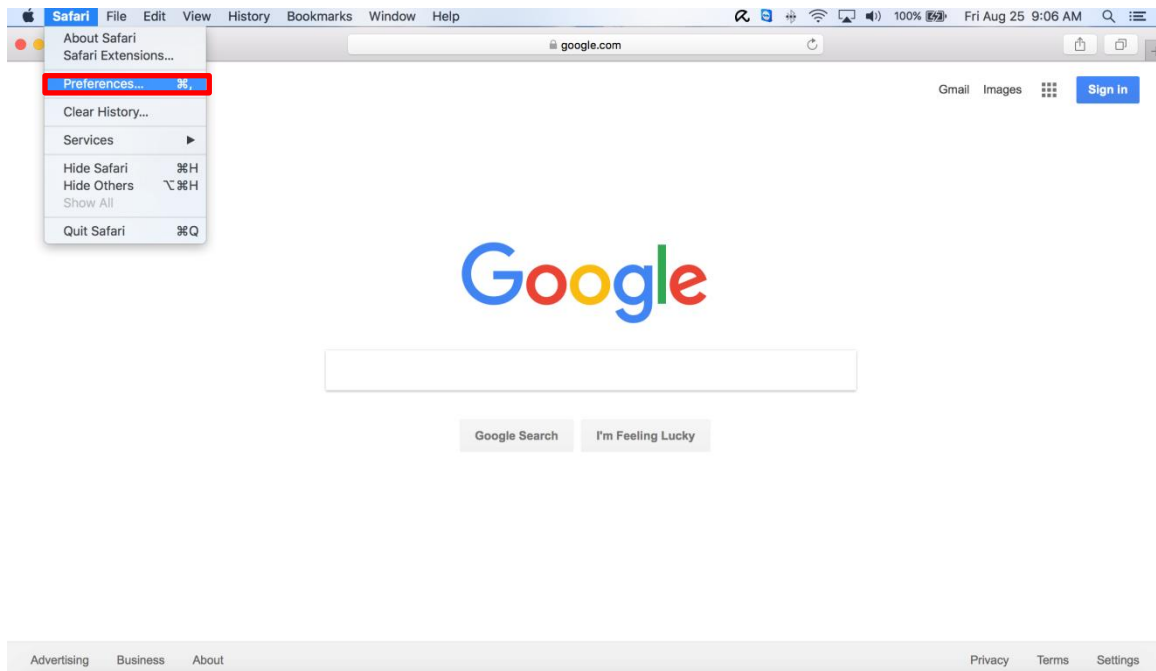
To check if Javascript is enabled:

Javascript is automatically enabled when you install Firefox. If you previously disabled it, you will need to change it back to “enabled”. For additional information, go to the Support page for Mozilla Firefox at <https://support.mozilla.org/en-US/kb/javascript-settings-for-interactive-web-pages>

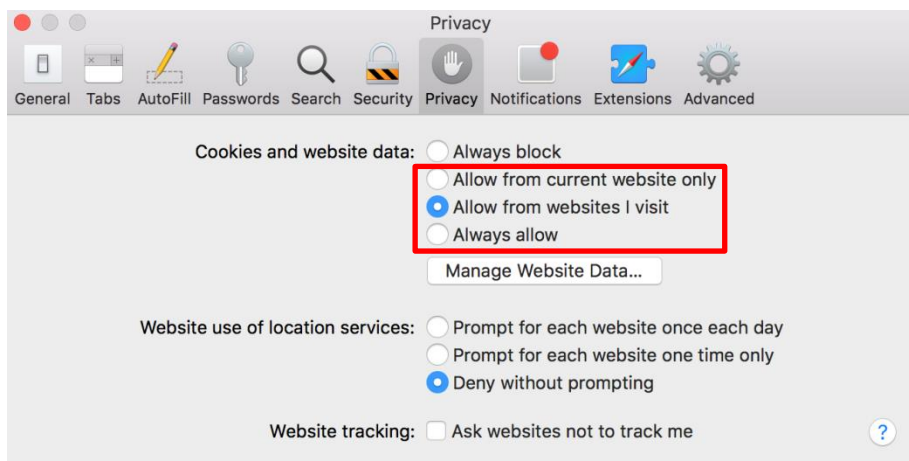
Using Safari:

To check if Cookies are enabled:

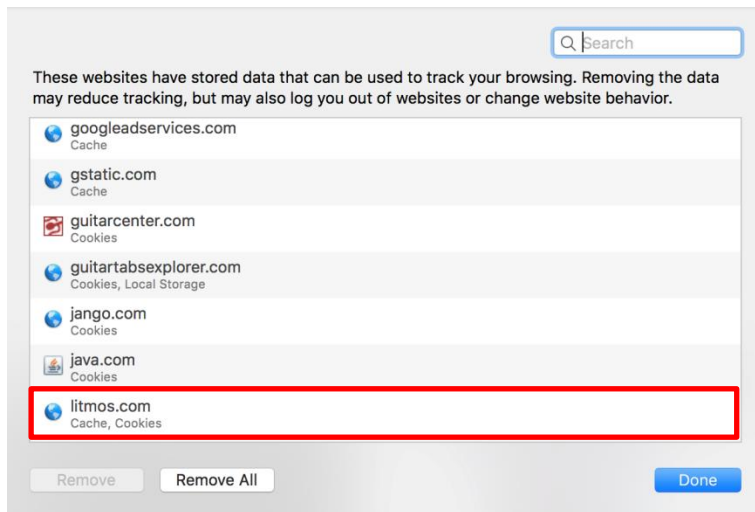
Click on Safari in the top menu and then choose “Preferences”.



A new window will open. Click on the “Privacy” tab. Cookies and website data must be allowed. The more secure setting is “Allow from websites I visit”. To review Cookies data, click “Manage Website Data” and a new window will open showing you which websites have Cookies on your device. To confirm that Cookies are enabled, scroll down and verify that Litmos.com is listed.

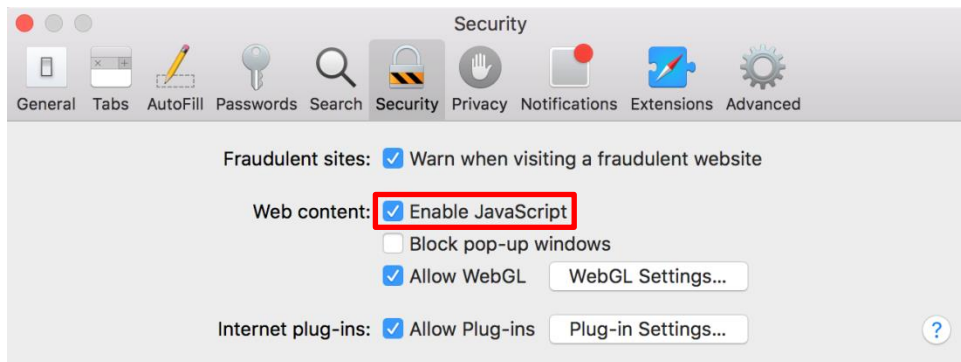


To review Cookies data, click “Manage Website Data” and a new window will open showing you which websites have Cookies on your device. To confirm that Cookies are enabled, scroll down and verify that Litmos.com is listed.



To check if Javascript is enabled:

Click the Security tab and make sure that the box next to “Enable Javascript” is checked as shown below.

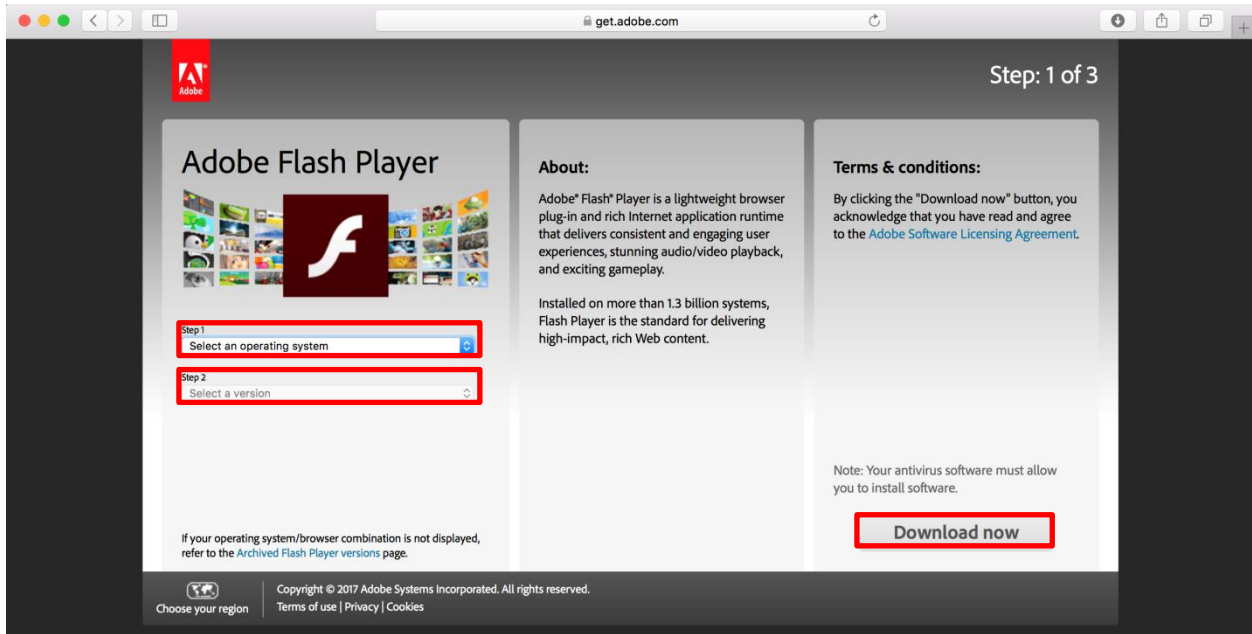


Installing Adobe Flash Player:

If training courses in Litmos will not load after verifying your browser settings, you may need to download Adobe Flash Player, **particularly if you are using an Apple device**. iPads and iPhones are not compatible with Adobe Flash Player and will not be able to play the online training courses.

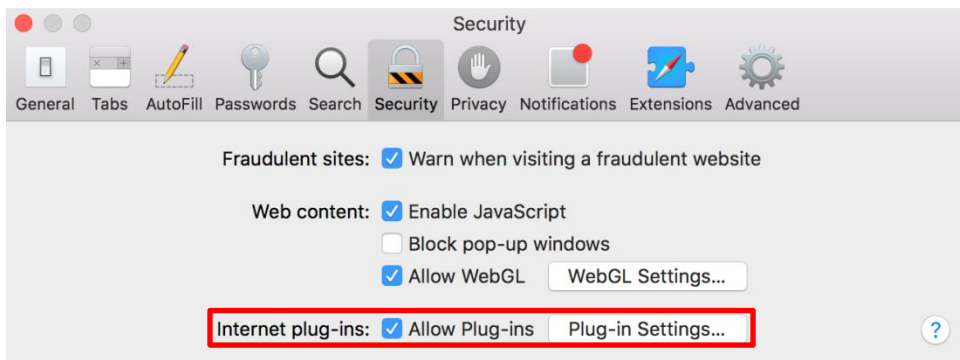
To download the correct version of Flash Player, visit <https://get.adobe.com/flashplayer/otherversions/>

Select your device's operating system in Step 1 and then a version from Step 2 (based on which browser you plan to use). Click "Download Now" and follow the prompts to install Flash Player.

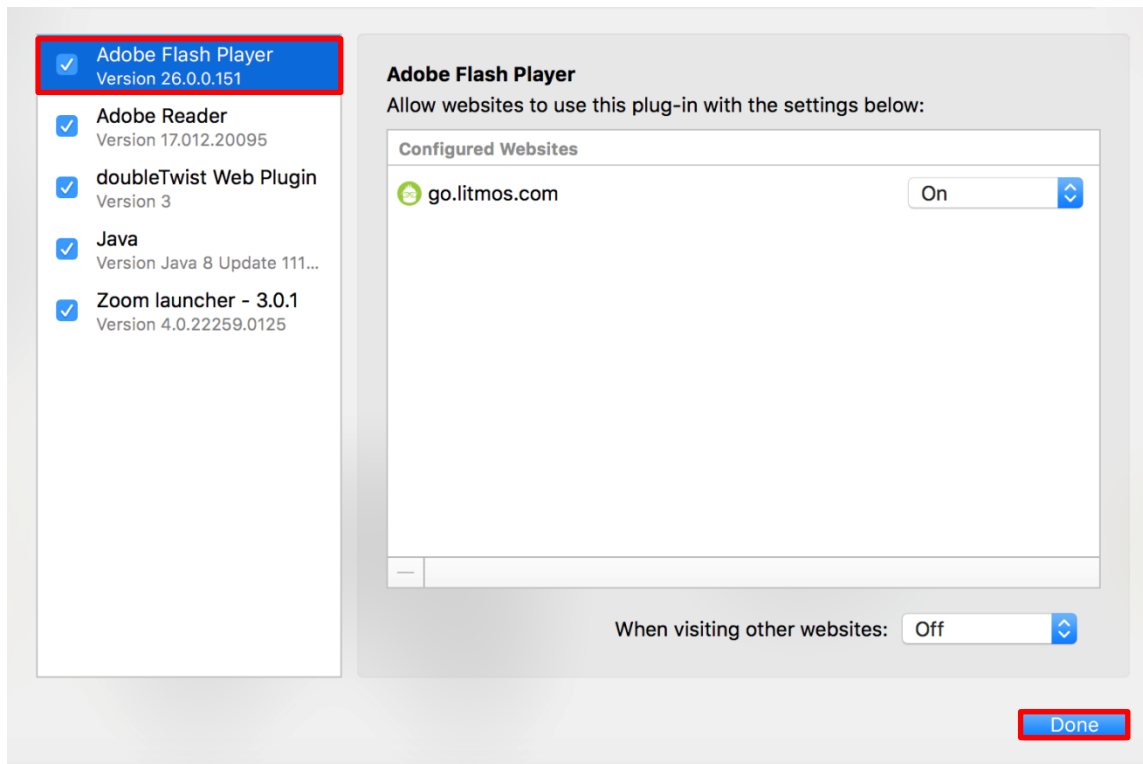


Using Safari:

After installing Adobe Flash Player return to the Security Settings of your browser. Verify that Plug-ins are allowed and click "Plug-in Settings" to enable the Flash Player.



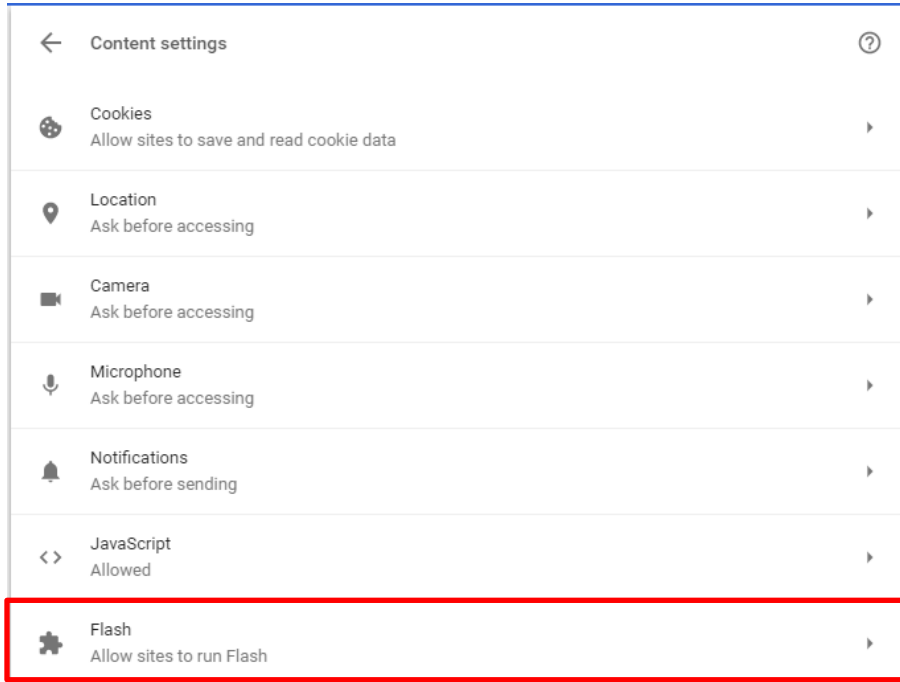
Check the box next to Adobe Flash Player as shown below and click “Done”.



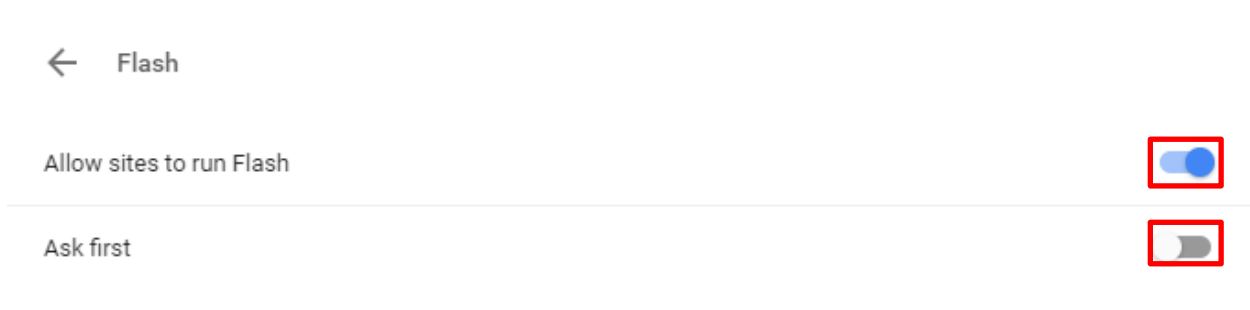
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Using Google Chrome:

Navigate to Content Settings using the steps outlined in the Google Chrome section above. Click the “>” in the “Flash” section of the page.



Verify that “Allow sites to run Flash” is enabled and “Ask First” is disabled as shown below. To change a setting, click on the button with your mouse and drag left (to disable) or right (to enable).



If you are still having difficulty logging into Litmos or cannot get the online courses to launch, email your Regional Manager for additional support.