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

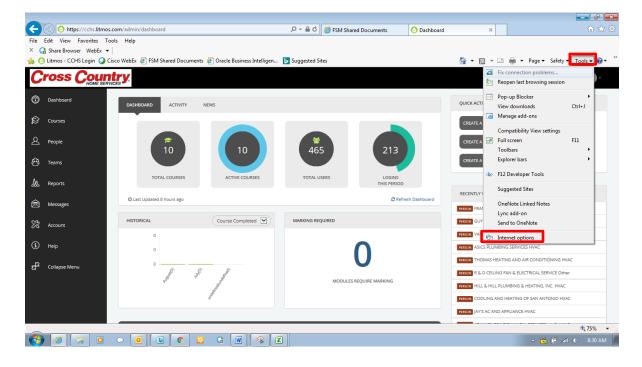
Mobile Devices:

- 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.

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line. http://interchange/
·
Use current Use default Use new tab
Startup
Start with tabs from the last session
 Start with home page
Tabs
Change how webpages are displayed in tabs. Tabs
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

Click on "Advanced".

Internet Options					? 🗙				
General Security	Privacy	Content	Connections	Programs	Advanced				
Settings									
Select a setting for the Internet zone.									
Medi	Medium								
	ocks third- acy policy		ies that do not	have a com	pact				
- Blo	ocks third-	party cook	ies that save ir without your ex						
- Re	estricts firs	st-party co	okies that save	information	that				
can	be used t	o contact y	ou without you	ur implicit coi	nsent				
Sites	Imp	oort	Advanced	Def	fault				
Location									
Never allow we physical location		request yo	ur	Clea	r Sites				
Pop-up Blocker —									
Turn on Pop-u	p Blocker			Set	ttings				
InPrivate									
Disable toolbar	s and ext	ensions wh	en InPrivate Br	rowsing star	ts				
Some settin	gs are ma	naged by y	our system ad	ministrator.					
		OK	Ca	incel	Apply				

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".

Advanced Privacy Settings Image: Setting								
Cookies								
Override automatic cooki	ie handling							
First-party Cookies	Third-party Cookies							
Accept	Accept							
Block	Block							
Prompt	Prompt							
Always allow session cookies								
	OK Cancel							

To check if Javascript is enabled:

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

Using Google Chrome:

To check if Cookies are enabled:

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

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← → C 🏠 🔒 Secure https://cchs.litmos	.com/account/Login		7☆02
👖 Apps 🕒 YouTube			r bookmarks
	Cross County Home Services online training for ServiceBench!	Username Password Remember me on this computer Login Tve forgotten my username/password	
			Learning Management powered by Litre

Click on "Settings".

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New tab			Ctrl+T	
New window			Ctrl+N	
New incognit	to windo	w Ctr	+Shift+N	
History				۲
Downloads			Ctrl+J	
Bookmarks				۲
Zoom	- 1	.00% +	- 22	1
Print			Ctrl+P	
Cast				
Find			Ctrl+F	
More tools				۲
Edit	Cut	Сору	Past	e
Settings				
Help				•

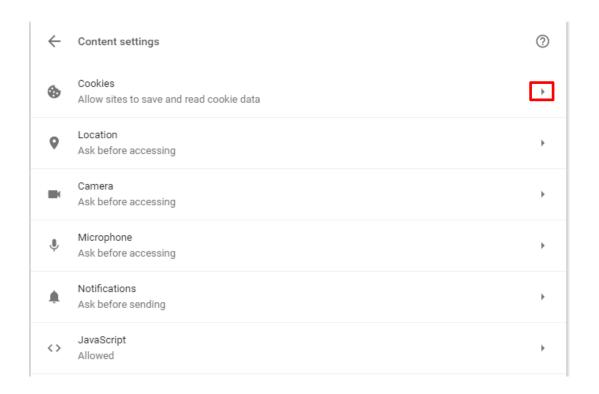
Scroll down to the bottom of the Settings page and click "Advanced". The Privacy and Security settings will open.

Advanced 🔺	
Privacy and security	
Google Chrome may use web services to improve your browsing experience. You may optionally disab services. Learn more	le these
Use a web service to help resolve navigation errors	
Use a prediction service to help complete searches and URLs typed in the address bar	-
Use a prediction service to load pages more quickly	-
Automatically send some system information and page content to Google to help detect dangerous apps and sites	
Protect you and your device from dangerous sites	
Automatically send usage statistics and crash reports to Google	
Send a "Do Not Track" request with your browsing traffic	
Use a web service to help resolve spelling errors Smarter spell-checking by sending what you type in the browser to Google	
Manage certificates Manage HTTPS/SSL certificates and settings	

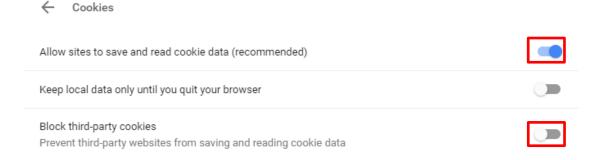
Scroll to the bottom of the section and click the ">" button next to "Content Settings.

Content settings Control what information websites can use and what content they can show you •

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.

÷	Content settings	0
٩	Cookies Allow sites to save and read cookie data	×
0	Location Ask before accessing	Þ
	Camera Ask before accessing	Þ
Ŷ	Microphone Ask before accessing	Þ
٠	Notifications Ask before sending	Þ
<>	JavaScript Allowed	×

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

← JavaScript

Allowed (recommended)
Block
No sites added
Allow
No sites added

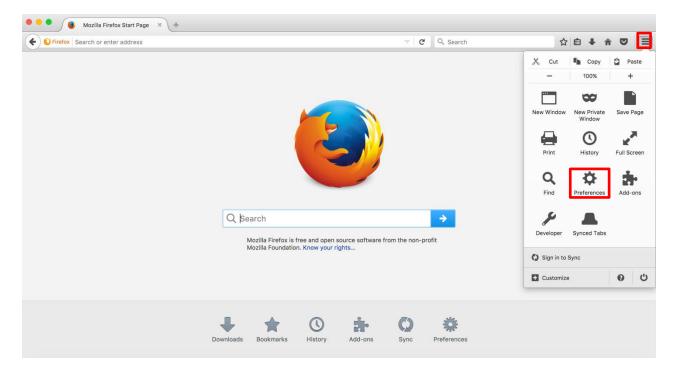
For additional information about configuring Javascript, visit the Microsoft Support page:

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".



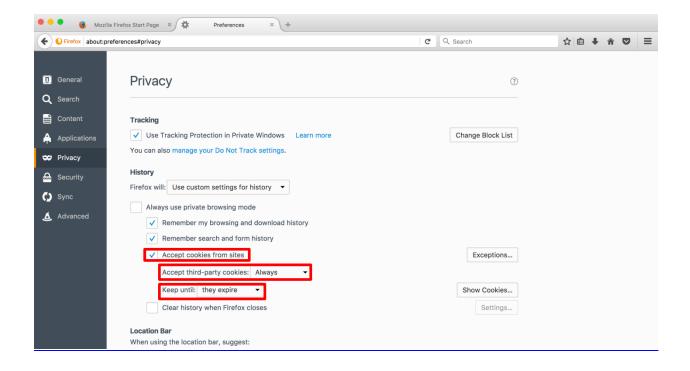
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•	Firefox about:pr	references			C Q Searc	ch	☆自	∔ â		≡	
m	General	Coporal									
	Search	General	General								
	Content	Startup									
A	Applications		✓ Always check if Firefox is your default browser								
∞	Privacy	Firefox is not you	Firefox is not your default browser Make Default								
₽	Security	When Firefox starts:	Show my home page			•					
¢	Sync	Home Page:	Mozilla Firefox Start Page								
٤	Advanced		Use Current Page	Use Bookmark	Restore to	Default					
		Downloads									
		Save files to	Downloads			Choose					
		Always ask me w									
		Tabs									
		✓ Open new windo	ws in a new tab instead								
		When I open a li	nk in a new tab, switch to it immed	liately							

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.

🔴 🕘 🕘 Mozilla	a Firefox Start Page × 🗱 Preferences × +		
Firefox about:pre	eferences#privacy	C Q Search	
 General Search Content Applications Privacy 	Privacy Tracking Use Tracking Protection in Private Windows Learn more You can also manage your Do Not Track settings.	③ Change Block List	
Security Sync Advanced	History Firefox will: Remember history Firefox will: Remember history You may wa Vee remember history Use custom settings for history Location Bar	keep cookles from websites you visit.	
	Location bar When using the location bar, suggest: ✓ History ✓ Bookmarks ✓ Open tabs Change preferences for search engine suggestions		

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.



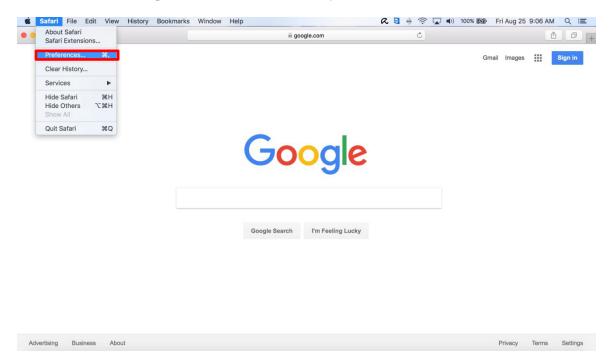
To check if Javascript is enabled:

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

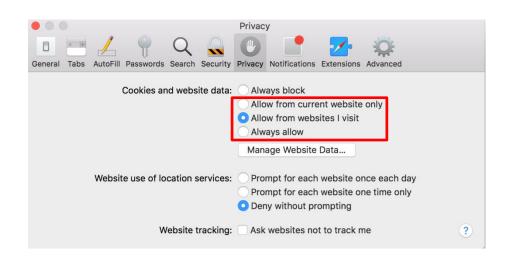
Using Safari:

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.

	googleadservices.com Cache
	gstatic.com Cache
	guitarcenter.com Cookies
	guitartabsexplorer.com Cookies, Local Storage
)	jango.com Cookies
	java.com Cookles

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.

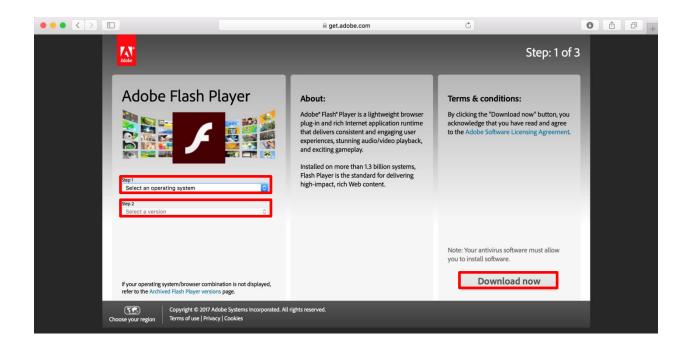
						Securit	ty			
General	× + Tabs	AutoEill	Passwords	Q	Security	Drivaov	Notifications	Extensions	Advanced	
General	Tabs	Autorin	Passworus	Search	Security	Filvacy	Notifications	Extensions	Auvanceu	
			Fraudule	nt sites	: 🔽 War	n when	visiting a fra	udulent we	bsite	
			Web	content	: 🗹 Ena	ble Java	Script			
					Blog	ck pop-u	up windows			
					🗹 Allo	w WebG	L WebG	L Settings.		
			Internet p	lug-ins	: 🔽 Allo	w Plug-i	ins Plug-i	n Settings.		?

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 <u>https://get.adobe.com/flashplayer/otherversions/</u>

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.

		Security				
	/ P Q		– 7	÷O:		
General Tabs A	AutoFill Passwords Search	Security Privacy Not	tifications Extensions A	dvanced		
Fraudulent sites: 🗹 Warn when visiting a fraudulent website						
Web content: 🗹 Enable JavaScript						
Block pop-up windows						
		Allow WebGL	WebGL Settings			
	Internet plug-ins	: 🗹 Allow Plug-ins	Plug-in Settings	?		

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

✓	Adobe Reader Version 17.012.20095	Configured Websites				
~	doubleTwist Web Plugin Version 3	👩 go.litmos.com	On 🗘			
~	Java Version Java 8 Update 111					
~	Zoom launcher - 3.0.1 Version 4.0.22259.0125	_				
		When visiting ot	her websites: Off			

[Continued on next page...]

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.

÷	Content settings	0
٩	Cookies Allow sites to save and read cookie data	•
0	Location Ask before accessing	Þ
	Camera Ask before accessing	×
Ŷ	Microphone Ask before accessing	•
٠	Notifications Ask before sending	•
<>	JavaScript Allowed	×
*	Flash Allow sites to run Flash	•

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).

← Flash	
Allow sites to run Flash	
Ask first	

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