

## Having Issues with a DHS Web-based Training?

### Design of WBTs

Our WBTs are designed in such a way that the user must go through the content of each screen. There are also useful links to help you better understand/emphasize the concepts presented. The software **tracks** your interaction and will give you a “Completed” or “Finished” status on completion. For courses with sections, you **must** successfully complete **each section** before you can gain access to the next one. (Do not skip any screen). Allow time for the system to register the data at the end of the course.

### Users of Internet Explorer 9 (IE9) and Higher

Internet Explorer 9 and higher versions may cause tracking issues with TrainLink.. There’s a compatibility issue. Users may experience a **blank screen that hangs** or the **inability to move on to other sections** within a course.

### **Resolution:**

- Verify what version of Internet Explorer you are using: Click on Help menu.
- Clear your browsing History by going to Tools - Internet Options – Browsing history – Delete – Check Temporary internet files, Cookies and Form data (at least). Click Delete. Click OK.
- (Changing the cache behavior would also help. To change the cache behavior, click Tools menu – F12 Developer tools – Cache – Check “Always refresh from server”.
- Configure the Compatibility View Settings: Tools – Compatibility View Settings - uncheck all three boxes. Close.
- Close all browsers. Reboot. Reopen Internet Explorer and go to TrainLink.

**Heavy traffic can also be a factor so close off all other applications that are running.**

You may also open Internet Explorer in “No Add-ons” mode.

**If you continue to experience problems in accessing a course, please contact your county IT staff and have them check the following on your computer:**

- **FLASH PLAYER:** What version of Flash Player are you using? Use Flash Player 10 or higher. The latest version works best.
- **\*INTERNET EXPLORER:** Internet Explorer 7 works but IE 8 is better.
- **SPEAKERS AND SOUNDCARD:** Enabled (for WBTs with audio).
- **POP-UP BLOCKER:** Turn off
- **BROWSER:** Keep only 1 browser open at a time. Set your Internet Explorer browser to Compatibility View.
- **JAVASCRIPT:** Enable
- **Google Chrome** often works better than Internet Explorer. Specifically versions newer than 23
- **FireFox** is another option. Versions newer than 10.