




# Learning Center

## Computer and Security Settings

To allow your computer to communicate most effectively with the Learning Center and update your training record with the proper completion statuses, please follow the instructions below.

**Note:** Please check with your Supervisor or IT staff, if applicable, prior to making any changes to your computer settings.

Choose the Internet browser you use:

	Google Chrome – <a href="#">Go to Page 2</a>
	Microsoft Edge – <a href="#">Go to Page 4</a>
	Mozilla Firefox – <a href="#">Go to Page 6</a>

### **Frequently Asked Questions (FAQ)**


Answers to common Learning Center questions are found on [Page 7](#).

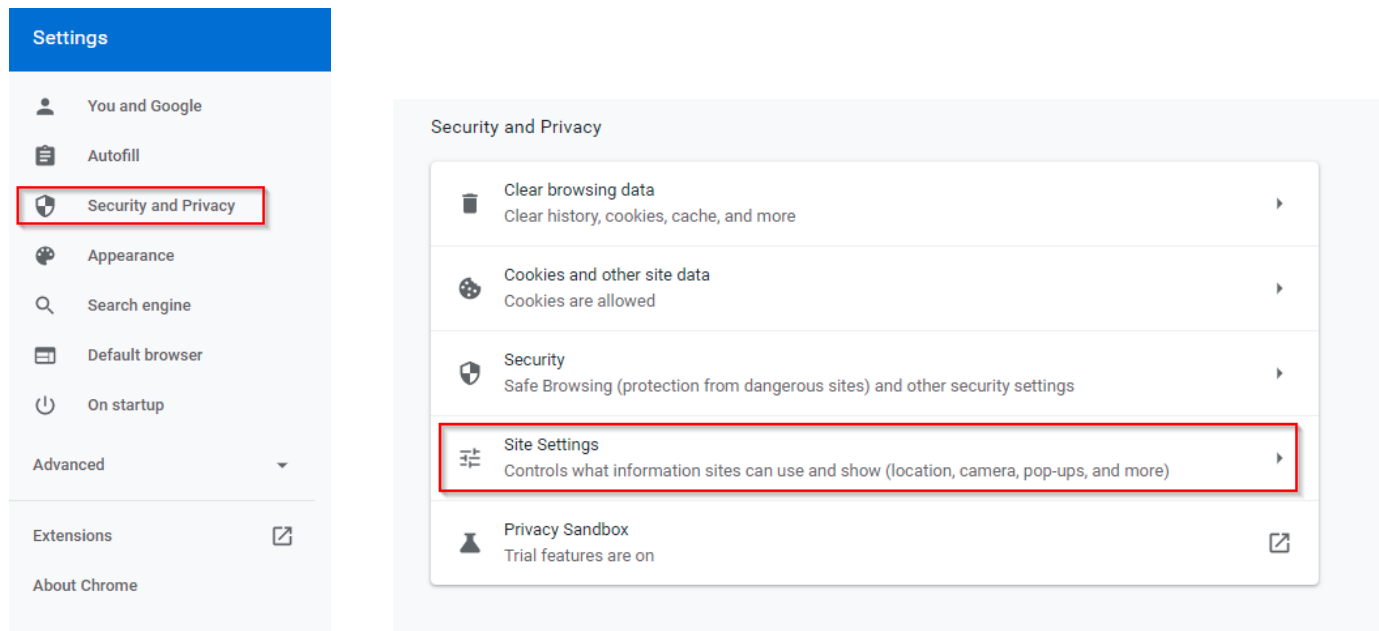
### **Contact Us**

If you have any questions about the instructions in this document, please contact the Learning Center Registration Staff at [regstaff@uwosh.edu](mailto:regstaff@uwosh.edu) or call 920-424-1071

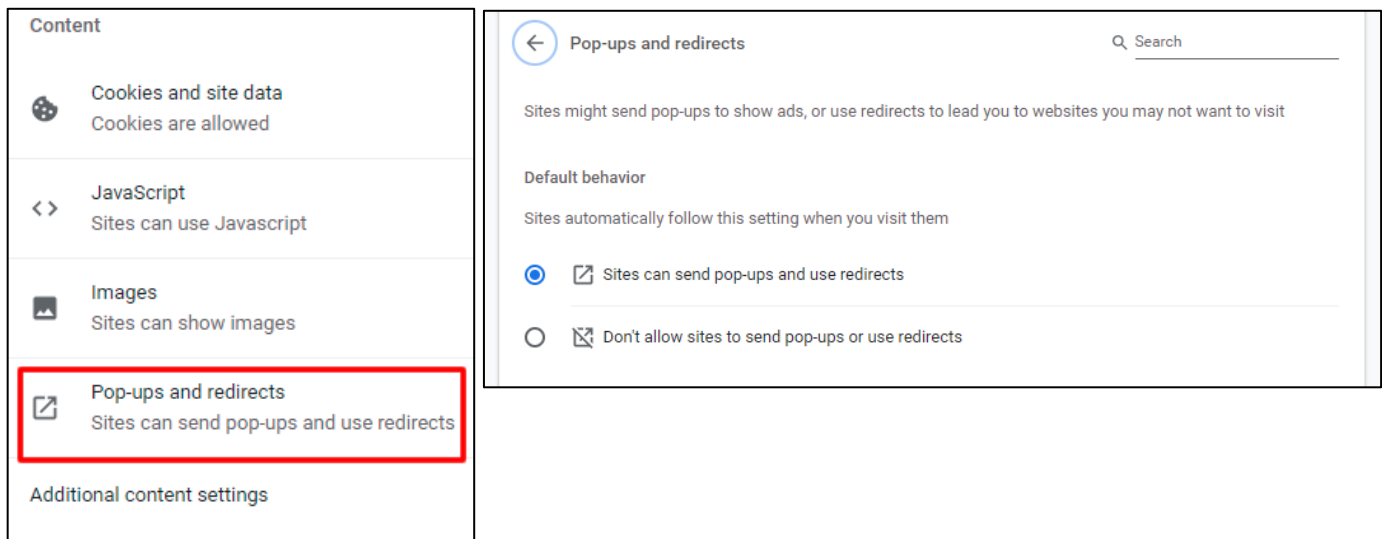
# Instructions for Google Chrome

## To change Pop-Up settings:


1. Click the Chrome menu  and choose “Settings” from the dropdown list.
2. In the Privacy and Security Section, click Site Settings to view more options.

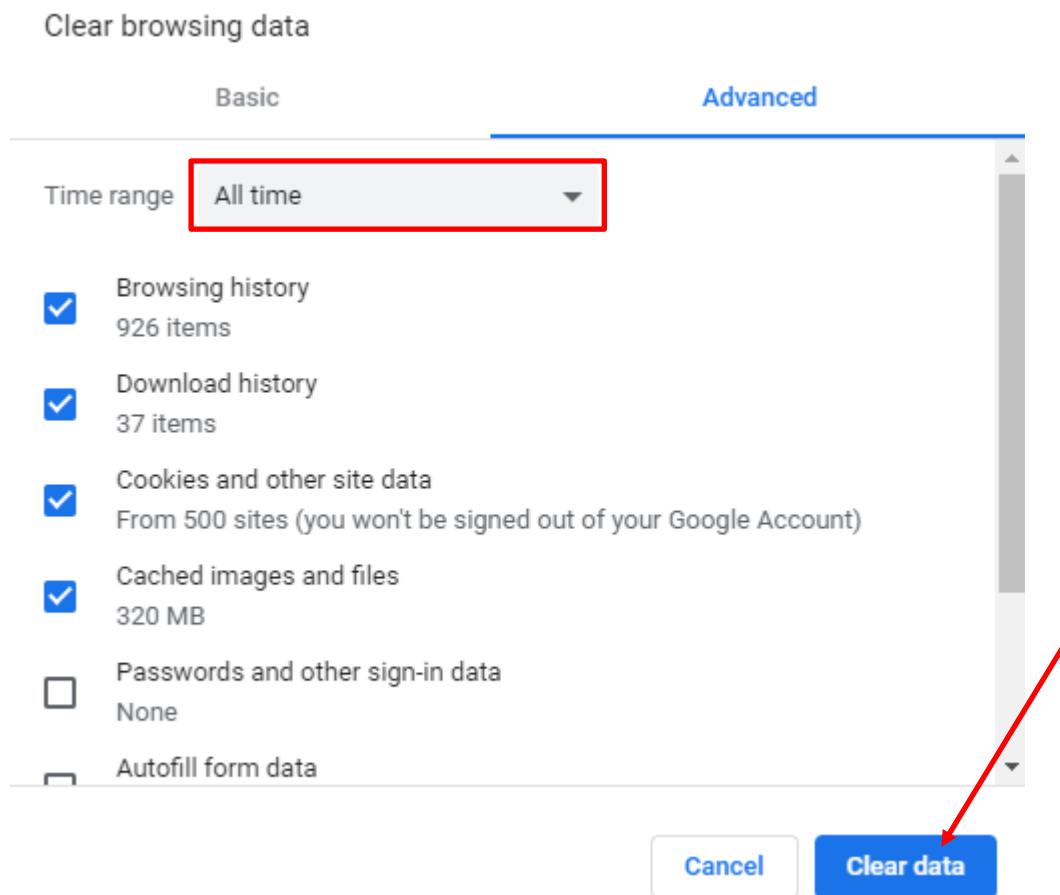


3. In the Content section, select “Pop-ups and redirects”
4. Select “Sites can send pop-ups and use redirects.”



**To clear the browser cache:**

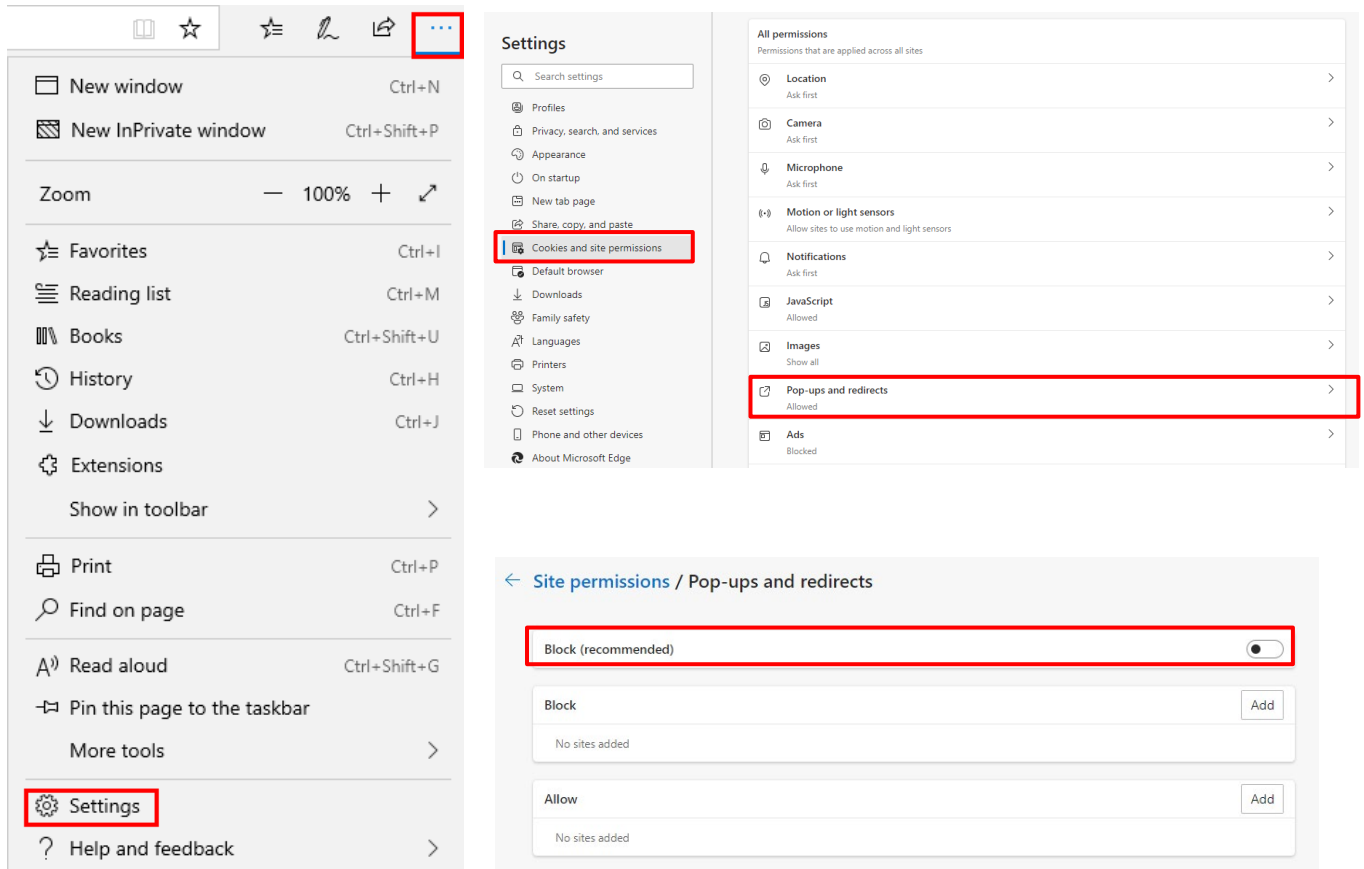
1. Click the Chrome menu  and choose “Settings” from the dropdown list.
2. In the Privacy and Security Section, click “Clear browsing data.”
3. On the Advanced tab, make sure the Time range is set to “All Time.”
4. Put checkmarks in the following boxes:
  - a. Browsing history;
  - b. Download history;
  - c. Cookies and other site data; and
  - d. Cached images and files.
5. Click the “Clear Data” button.



# Instructions for Microsoft Edge

## To turn off Pop-Up blocking:

1. Click on the ... in the upper right hand corner. Choose “Settings” from the menu.
2. Choose the Cookies and Site Permissions option from the left hand navigation bar.
3. Scroll down to the Pop-Ups option.
4. Make sure the “Block pop-ups” option is set to “Off.”
5. Click away from the settings dialog box to accept your changes.



The image shows a sequence of three screenshots illustrating the steps to turn off pop-up blocking in Microsoft Edge.

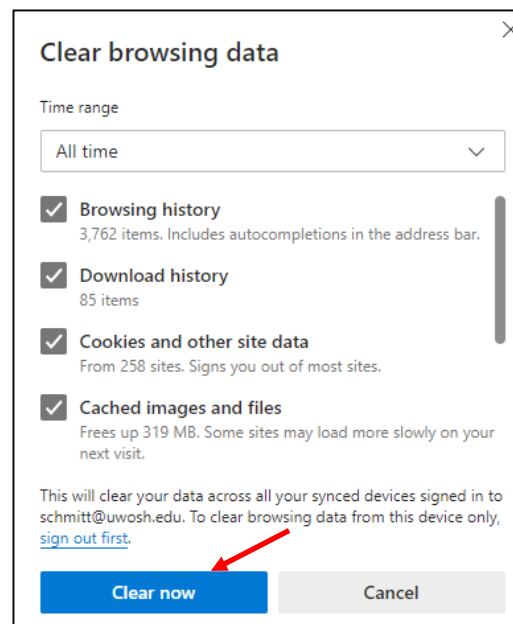
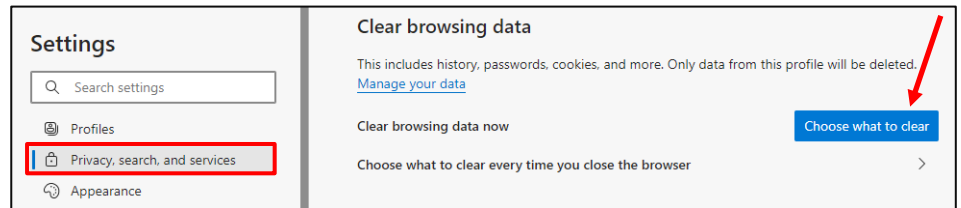
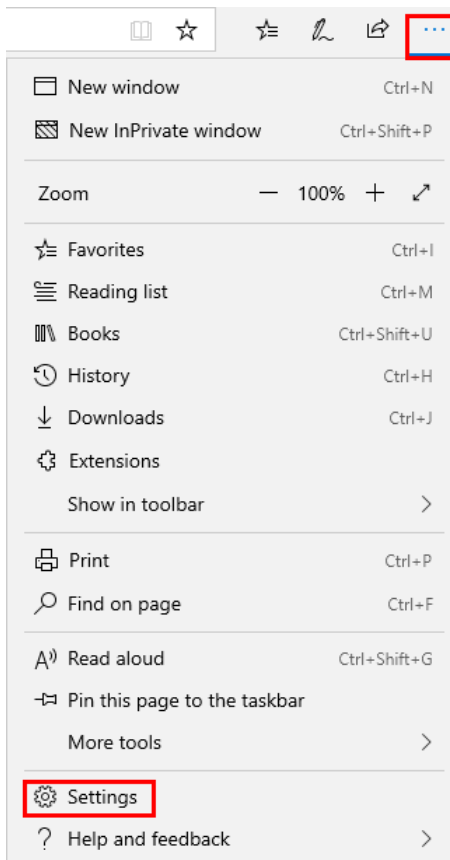
**First Screenshot:** Shows the Microsoft Edge browser interface. The three-dot menu in the top right corner is highlighted with a red box. The Settings option in the bottom left of the menu is also highlighted with a red box.

**Second Screenshot:** Shows the Settings application. The 'Cookies and site permissions' option in the left-hand navigation pane is highlighted with a red box. In the main 'All permissions' section, the 'Pop-ups and redirects' option is highlighted with a red box.

**Third Screenshot:** Shows the 'Site permissions / Pop-ups and redirects' settings page. The 'Block (recommended)' toggle switch is highlighted with a red box and is currently turned off (to the right).

**To clear the browser cache:**

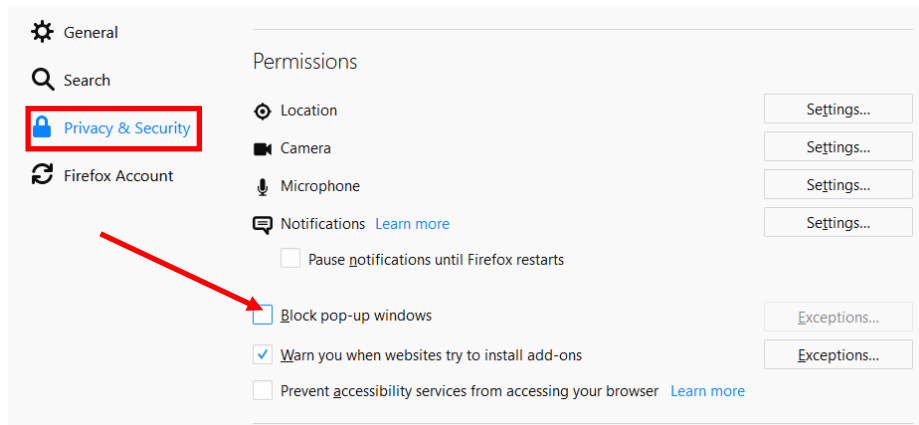
1. Click on the ... in the upper right-hand corner. Choose “Settings” from the menu.
2. Choose the Privacy, Search, and Services option from the left-hand navigation bar.
3. In the Clear Browsing Data section, choose the “Choose what to clear” button.
4. Put a checkmark next to:
  - Browsing History;
  - Download history
  - Cookies and other site data; and
  - Cached images and files.
5. Click the Clear Now button.
6. Click away from the settings dialog box to accept your changes.



# Instructions for Mozilla Firefox

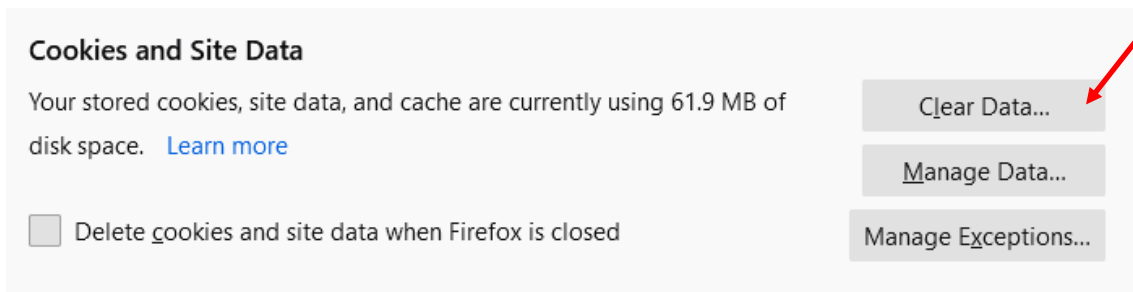
## To turn off Pop-Up blocking:

1. Click the Menu button ☰ from the top right corner of the window and choose “Settings” from the dropdown menu.
2. Choose the Privacy & Security tab from the left navigation section.
3. Scroll down to the Permissions section.
4. Remove the checkmark from the “Block pop-up windows” box.



## To clear the browser cache:

1. Click the Menu button ☰ from the top right corner of the window and choose “Settings” from the dropdown menu.
2. Choose the Privacy & Security tab from the left navigation section.
3. Scroll down to the Cookies and Site Data section.
4. Click the “Clear Data” button and make sure both items are checked.
5. Click the “Clear” button.



# **Frequently Asked Questions**

## ❖ **What is my Username and Password?**

- Your Username is the same as your agency work email address.
- When you logged into the Learning Center the first time, you had to change your password. This password is known only to you. The Learning Center Registration staff do not have access to your password.
- If you do not know your password, you can request that it be reset by selecting the “Forgot My Password” link on the Learning Center Login Page.

## ❖ **The course window is so small, how do I open the course material in Full Screen mode?**

Just below the course window there is a statement that reads, “If you are having trouble opening the training or want to access it in a new tab, click here.” This link will open the course on a new browser tab. **NOTE:** You must turn off your “Pop-Up Blocking” to use this full screen mode.

## ❖ **Why can't I advance to the next slide in the CBT?**

There is likely an interactive component or activity on the slide that has not been completed.

*Review all content on the slide again looking for an activity or interactive component that may have been missed. When all activities and interactive components are completed, a Next button should appear on the navigation bar.*