

Learner FAQ

Listed below are common issues encountered by Learners. Use this list if you run into technical trouble with a course. The issues are listed on the left with the possible resolution in the center. On the right, you will see additional reference points and keywords. These will help you in the event that you require more information about an issue.

Issue	Possible Resolution	Additional Reference
My course won't come up when I click the Launch button.	Your popup blocker may be preventing the system from displaying the course. Check to make sure that popup blockers are disabled for this site.	<ul style="list-style-type: none"> • Popup Blockers
I click on the course and all I get is a blank window. Course window comes up after clicking the Launch button but it won't load the course.		<ul style="list-style-type: none"> • Internet Options • Firewalls • Java Settings • Adobe Flash and/or Shockwave Player
<p>I have completed the course, but the status still shows Not Attempted.</p> <p>I have completed the course, but the status is stuck on Incomplete.</p>	<p>First, verify that all sections of the course are complete. If a test is required for completion, ensure the test is complete. The exit feature within the course will bookmark and save the course information. Be sure you click the Exit button when leaving a course. Finally, if you have done all of this and the course is still not marked with a "Complete" status, try refreshing the Internet page. If that does not work, the issue may be related to your computer's cookie settings or Internet options.</p>	<ul style="list-style-type: none"> • Internet Options • Cookies and Scripting
I have completed the course, but can't access the Completion Certificate.	<p>The Completion Certificate can be found on the History tab within the My Required Learning and My Elective Learning pages.</p> <p>If the Completion Certificate does not show, try refreshing the Internet page.</p> <p>You may need to install Adobe Reader.</p>	<ul style="list-style-type: none"> • Plug-Ins

GeoMaestro 5.5.6.0

(The content contained within this help system represents the intended default functionality of this LMS. Differences may occur based on changes to permissions, configurations of available features and other functionality.)

