

STAND for the Protection of Youth and Children – Online Training Troubleshooting Guide

This guide should answer most questions you have regarding the operation of the training program.

Begin by studying the user interface below.

The screenshot shows the user interface for the STAND for the Protection of Youth and Children online training. The interface includes a progress bar at the top left, a navigation menu on the left, a main content area with a slide, and a control bar at the bottom. Callout boxes provide instructions for various features:

- Progress (min:sec) / Length of this section (min:sec):** Located at the top left of the interface.
- HELP BOOKMARK EXIT:** Located at the top right of the interface.
- Click HELP to access the Help document, this Troubleshooting document and references in this section.** Points to the HELP button.
- Click EXIT to close the presentation. Or, you can close your browser. (NOTE: The EXIT button will not work in Firefox.)** Points to the EXIT button.
- Click BOOKMARK to create a browser bookmark to the section or a particular slide in this section.** Points to the BOOKMARK button.
- Expand/collapse topic outline for current section. Click on a topic to jump to it.** Points to the navigation menu.
- Click the left arrow to go back one slide. Click the right arrow to advance to the next slide.** Points to the navigation arrows.
- Click the speaker icon to access the volume control.** Points to the speaker icon.
- The slide progress bar displays the slide number as well as the progress time (min:sec) and duration (min:sec) of the current slide. Drag the small triangle left to rewind the slide.** Points to the progress bar.
- Click the Pause (||) button to pause the slide. Click the Play (>) button to resume.** Points to the pause and play buttons.
- Click the Narrative Text button to read the narrative.** Points to the Narrative Text button.
- Click this button to hide/show the outline.** Points to the outline toggle button.

1. If you are having troubles using the course, be sure your system meets the following minimum system requirements:

Hardware

- 500 megahertz (MHz) processor or higher (1 GHz recommended)
- 256 MB RAM (512 MB recommended)
- 100 MB minimum available disk space
- 800 X 600 screen resolution (1,024 x 768 or higher recommended)
- Sound card and speakers
- Keyboard
- Mouse
- Broadband connection capable of consistent transfer rate of 500 kbps or greater

Software

- Microsoft Windows 2000 SP4 or later, XP SP2 or later, 2003, or Vista
- Adobe Flash Player 8 or later (<http://www.adobe.com/go/getflash>)
- Adobe Reader 6 or later (<http://www.adobe.com/products/acrobat/readstep2.html>)

Browser

- Windows: Internet Explorer 6 or later, Firefox 1.x or later, Safari 3, Google Chrome, Opera 9.5
- Macintosh: Firefox 1.x or later, Safari 3
- Linux: Firefox 1.x
- NOTE: MSN, AOL and other Internet service provider browsers may not fully support all of the features of the course player and are therefore not recommended.

2. If you cannot hear any audio:

- Be sure your computer system has internal speakers or is connected to external speakers
- If you have external speakers, be sure they are plugged into your computer, that they're turned on, and – if they have a volume control – that the volume is turned up sufficiently
- Be sure your computer's audio controls are not set to mute. For example, many laptop computers have an audio on/off control, often built into the keyboard – be sure it is turned on.
- Check your computer's software audio controls to be sure audio is not muted and/or the volume is not turned way down.
- Use the volume control in the lower left corner of the course window to increase the volume.

3. If you hear the audio on all slides except those with videos but the video portion plays:

- Be sure you have the latest version of the Flash Player. You can download the most recent version here: <http://www.adobe.com/go/getflash>

4. If the videos don't play at all:

- Be sure you have the latest version of the Flash Player. You can download the most recent version here: <http://www.adobe.com/go/getflash>

5. If movies take a long time to load:

- Your broadband connection may not be sufficient. Be sure it is capable of 500 kbps or greater transfer speeds.
- You may be connected to the Internet with a high theoretical broadband speed (such as 2 mbps or greater) but that speed may be dramatically affected by the number of concurrent users. In this case, try running the program at a different time of day when there aren't as many other users sharing your connection.

6. If the program appears to freeze or lock-up:

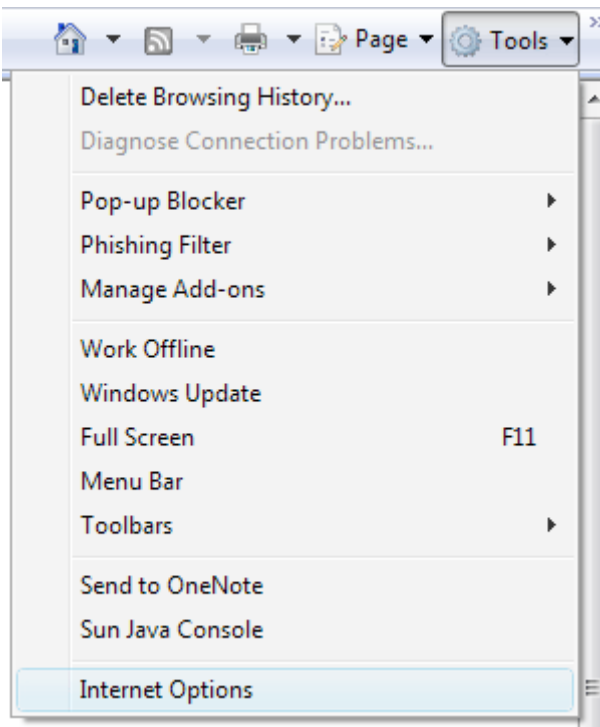
This may happen if there is an interruption in your broadband connection. Click the left arrow to see if the previous slide will appear. If it does, click the right arrow to attempt to resume. If the program remains frozen, try clicking a topic that you have already visited in the outline on the left. If none of the player's controls function, you will need to close the browser window and re-launch the course.

7. If the resource links and certificate do not open:

- Some browsers may treat these links as "pop-ups." Most contemporary browsers block pop-ups by default. If you cannot access the linked documents, refer to your browser's online Help to learn how to temporarily enable pop-ups and/or allow pop-ups from <http://www.childsafeeducation.org>.
- Microsoft Vista and Internet Explorer 7+ include added security measures to protect users while browsing the Internet. While this added security is very beneficial, it also disables some web site operations. This feature is called "Protected Mode." By default, Protected Mode is turned on for all web sites. For some users, in order to open any of the links provided in the program, you will need to instruct Internet Explorer to "trust" the web site from which the course is launched. The steps on the next couple of pages will show you how to do this. (NOTE: The instructions that follow apply to Internet Explorer 7. Similar steps may be required for other browsers. Refer to your browser's instructions for modifying security settings if you have trouble opening links in the course.)

STEP 1:

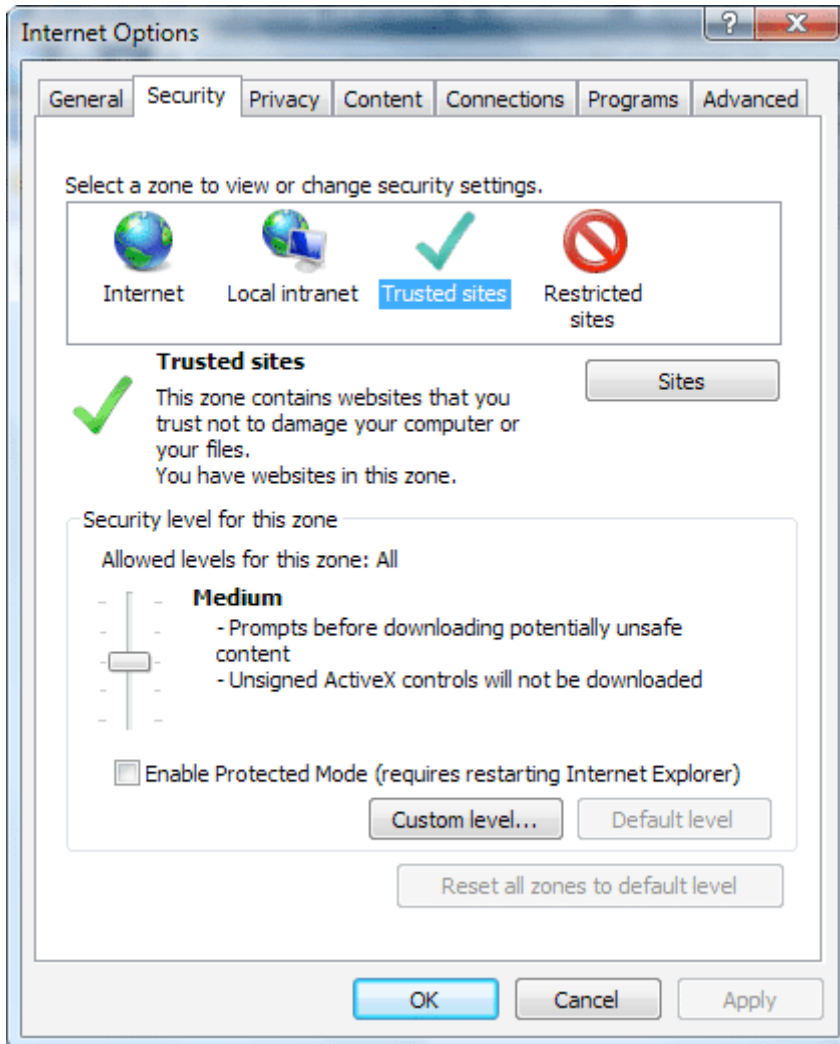
Pull down the Tools menu located in the upper right corner of the Internet Explorer window.



Click on “Internet Options” near the bottom of the menu.

STEP 2:

The Internet Options panel will appear:

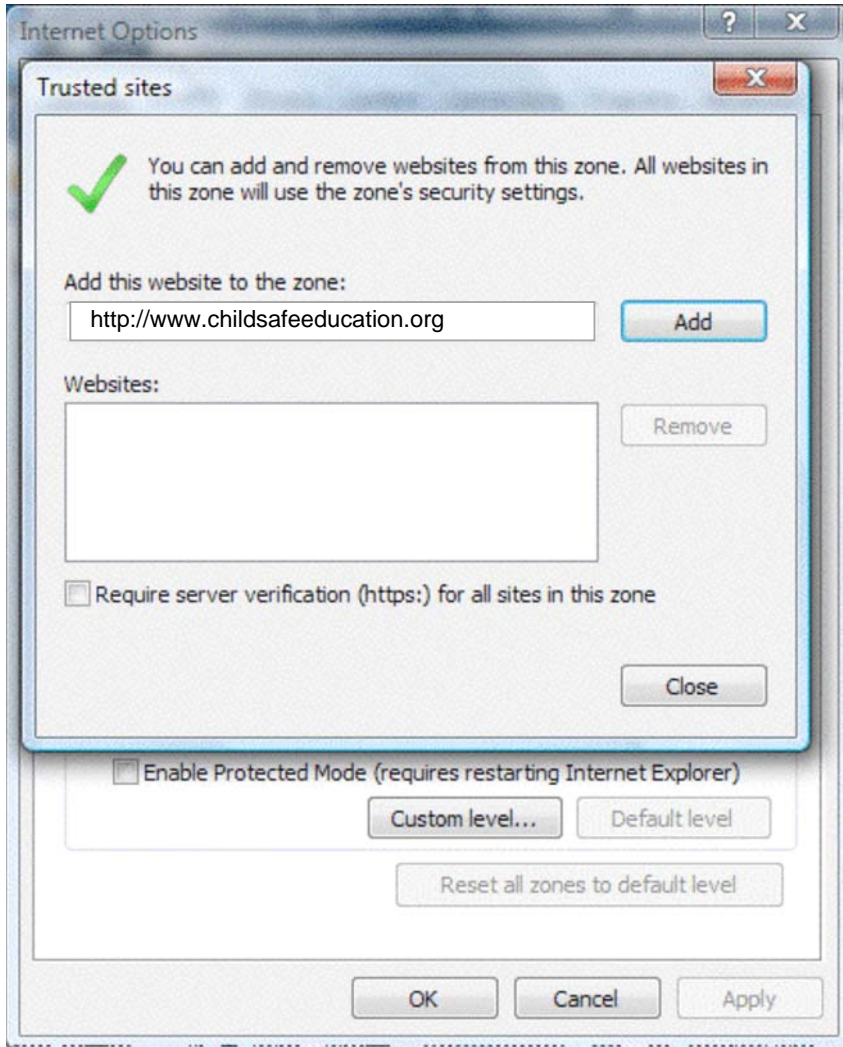


Make the following selections:

- Click the “Security” tab
- Click “Trusted Sites”
- And then click the “Sites” button

STEP 3:

A smaller window will open on top of the Security tab. You should see the <http://www.childsafeeducation.org> URL in the “Add this website to the zone:” field. If not, type it in.



Click the Add button, click Close, and then click OK.

STEP 4:

Point your browser to <http://www.childsafeeducation.org> and re-launch the course.

8. If the text in the outline on the left side of the screen is difficult to read:

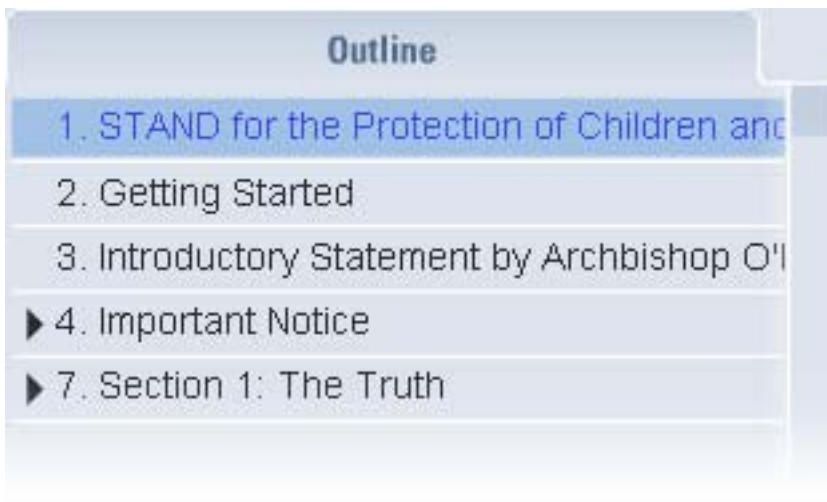
If the text in the outline appears small and distorted like this:



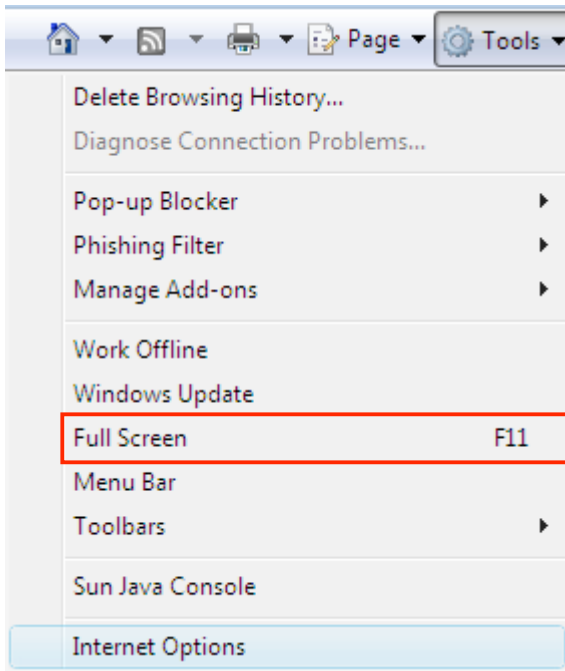
...click the maximize button in the upper right corner of the browser window.



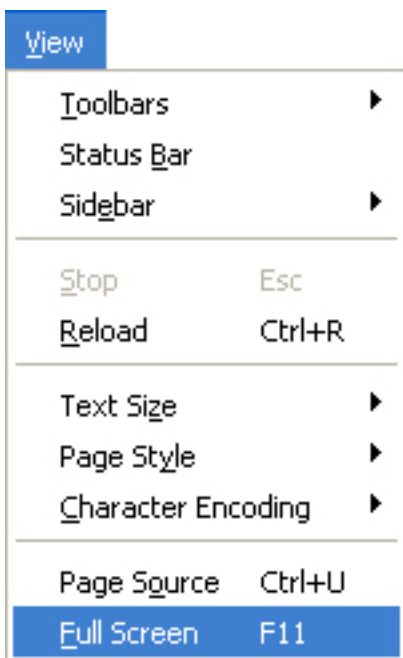
The outline should now appear like this:




If the browser is maximized in Internet Explorer 7 but the presentation interface within the browser does not fill the window, you can enlarge the presentation by clicking on the Tools button on the far right of the browser tool bar and selecting “Full Screen”.



This will hide most of the browser’s tools. To restore the browser interface, move your mouse to the top of the screen; the tools will temporarily reappear. Select “Tools” and click “Full Screen” again to toggle off this setting.



If the browser is maximized in Firefox but the presentation interface within the browser does not fill the window, you can enlarge the presentation by clicking on the View menu and selecting “Full Screen”. (This is primarily a problem on Apple computers; less so on Windows-based PCs running Firefox.)

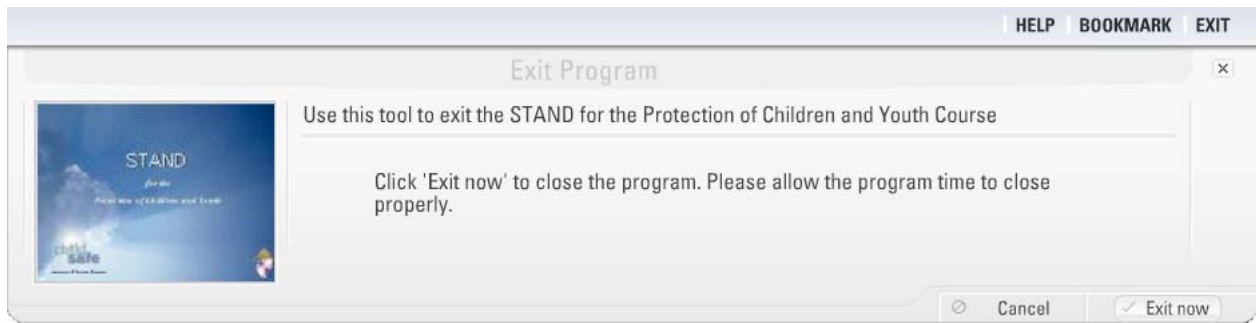
You can also hide the outline by clicking the  button in the lower right corner of the course interface. Click it again to redisplay the outline.

9. If you are unsure of how to exit the program:

There are two ways to exit the program. The best way is to click the EXIT button in the upper right corner of the presentation:

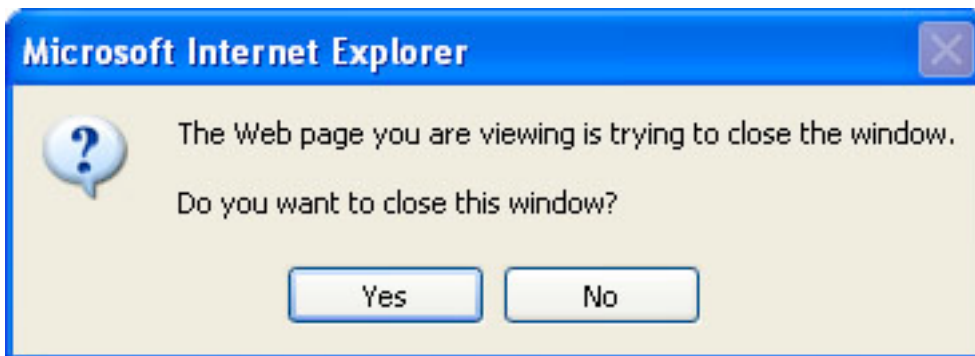


When you do this, a panel will drop down over the top of the presentation:



Click the Exit now button located in the lower right corner of the panel.

When you do this, you may see a message indicating that the browser wants your permission to close itself:



Click 'Yes' to close the program and browser window.

Firefox browsers may fail to do anything when you click Exit now . If you do not get the message above and the program fails to close, you will need to close the browser window by clicking the "X" in the upper right corner of the browser window:



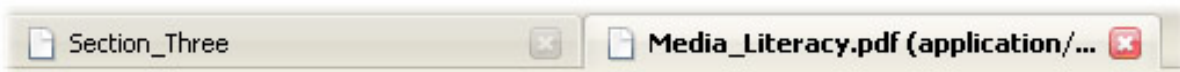
10. If you have trouble resuming the course after accessing a document link:

The solution to this will depend on the browser you're using. In Internet Explorer 6, for example, the linked document will open in a separate browser window. All you need to do is click the "X" in the upper right corner of the browser window containing the document:



The document's browser window will close, leaving the course browser window open.

However, if you're using a "tabbed" browser, such as Internet Explorer 7+ or Firefox, only one browser window will appear. A tab for the course section and another for the document will appear near the top of the screen:



Using the example shown above, you can return to the course by clicking on the "Section_Three" tab, or you can click the small "X" to the right of "Media_Literacy.pdf...". If you're using a tabbed browser, do NOT click on the "X" in the upper right corner of the browser window; if you do, you will close both the document and the course.



11. If you experience other problems:

If the tips identified in this document fail to resolve the problem you are experiencing, try the following:

- a. Exit the course
- b. Close your browser
- c. Clear your browser's cache
- d. Open your browser
- e. Launch the course again