

BROWSER Settings & On-Line Training

- Chrome 28 or later
 - Firefox 27 or later
 - Internet Explorer 10, 11, Edge (may require Compatibility View), or later
 - Safari 6 or later
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Pop-ups, Cookies & JavaScript enabled on the Browser (See specific Browser help below.)

Recommended Free Computer Software - Most computers have these Adobe items loaded. However, they may need to be updated. Your computer will usually suggest when updates are needed.

Adobe Flash

Plug-in Version 9 or above

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

Adobe Acrobat Reader

Version 10 or above

<https://get.adobe.com/reader/?promoid=KLXME>

iPads & iPhones - IOS 6 or later

- Apple Mobile Safari 6 or later
- Google Chrome Mobile 30 or later

Android Devices - Android 4.1 or later

- Google Chrome Mobile 30 or later

Audio Volume

Some devices use 2 volume controls. One control is for system sounds, such as beeps, rings, etc. The other volume control is for media, such as videos/e-learning. Be sure you know how to control the volume on your device.

Video Portal #1 - Plays on computers

- Requires Adobe FLASH
- If the video fails to play, download Flash: Click above for a Free Download
- If you are unable to log back in to the Portal, you are not typing your email address exactly as you did the first time you logged in. Whatever you typed when you first logged in paired with your 5 Letter KEY. Please use the Contact Form to email us. Include your 5 Letter KEY, the Hospice and Volunteer Coordinator you are working with. We will locate your KEY and the associated e-mail address.

E-Learning Portals play on computer, tablets and phones.

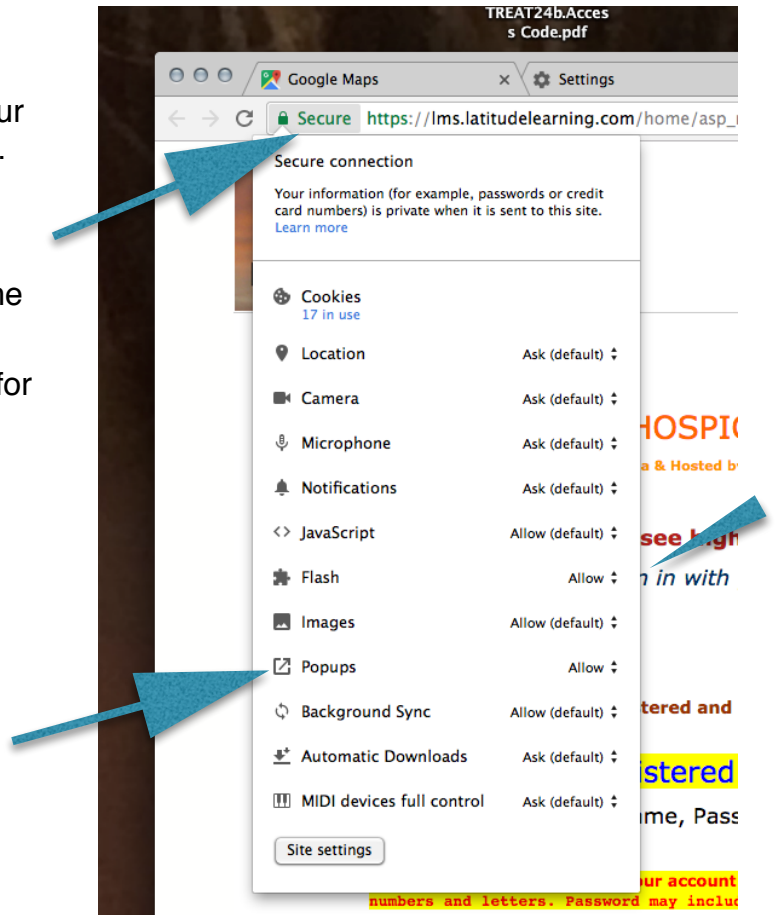
- Browsers MUST allow: Pop-ups, Cookies, Java Script (See below for adjusting these settings for your browser.)
- In order to download your Certificates of Completion and/or Course Resources, your computer must have the FREE Adobe Reader. If you do not have Adobe Reader, please download it. See link above.

CHROME

Please follow directions below to check your settings and make adjustments as needed.

Go to any E-Learning Portal.

- Click at the left side of URL in the address bar. Whatever symbol is at the very left - click there. This reveals a drop down menu of Chrome settings for that particular site.
- To always see pop-ups for the site, under the arrows on the right side, select "Always allow pop-ups on this site".
- Enable Javascript
- Cookies should already be enabled.

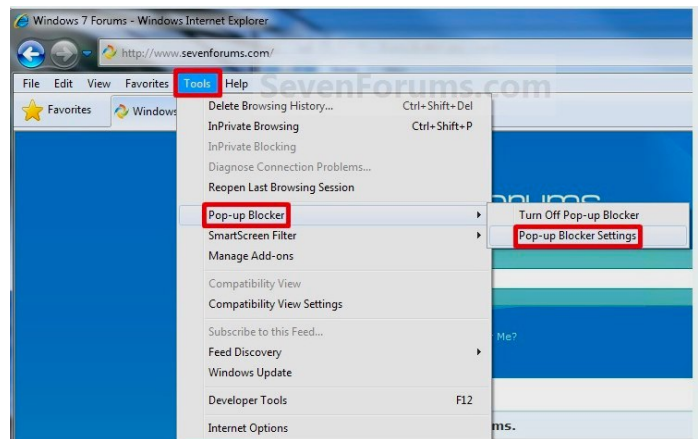


Internet Explorer

Internet Explorer allows Pop-ups unless at some point you have blocked Pop-ups.

If your e-learning Course window fails to pop up, check the following.

1. Click: Tools on the Menu Bar.
2. Click: Pop-up Blocker
3. Click: Turn OFF Pop-up Blocker Settings

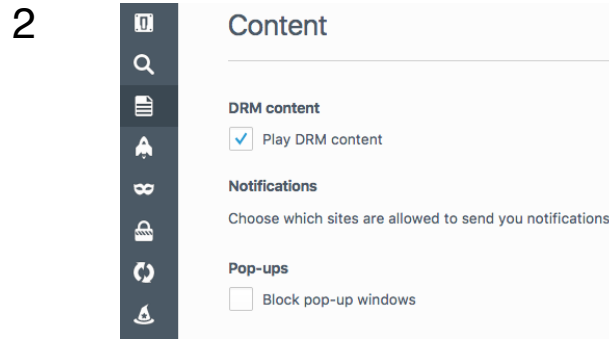


FIREFOX

Firefox automatically allows Pop-ups unless you have checked "Block pop-up windows".

If a Course fails to launch, check your Pop-up settings.

1. Go to the Firefox MENU - Click on Firefox and click Preferences. This opens a Contents Page.
2. Look for Pop-ups. Be sure the box that blocks Pop-ups is NOT checked.



Safari automatically allows Pop-ups... unless you have checked "Block pop-up windows".

If a Course fails to launch, check your Pop-up settings.

1. Go to the Safari MENU (top left of your screen) Click on Safari and click Preferences.
2. This opens a Page with links. Click the **Security link**.
3. Look for Pop-ups. Be sure the box that blocks Pop-ups is NOT checked.
4. Enable JavaScript.
5. Allow Plug-ins.

