Suggestions for Online Course Launching and Completing

These suggestions are intended to help improve your learning experience and ensure that the online course registers as **Complete**.

Before you launch online training:
- Use an up-to-date desktop computer or laptop.
- Use of an iPad, tablet or smartphone is not recommended.
- Use an up-to-date Internet Browser, ex. Google Chrome, Microsoft Edge.
- Use a high speed wired internet connection (high speed Wi-Fi is fine but experiences may vary).
- Disable pop-up blocker (pop-up blocker must be disabled for online courses to launch in a new window).

While in progress of completing online training:
- Do not close any windows until you have completed the training.
- Do not skip any slides or sections, otherwise the training will not register a completion.
- If you leave online training unattended for any period of time, there may be a risk of a timeout error or connection errors.
- If needing to exit the course prior to finishing it, close the course window or click "Exit Course" link if available in the top-right corner of the online course. Re-launch the course when ready to continue.

If your online training appears to be "frozen" or you are getting connection errors, try the following:
- Close the course window and re-launch it from your **Learning Plan** tab.
- Close the course window, log off of Connect2Learn, then log back in and re-launch the module from your **Learning Plan** tab.
- Close the course window, cancel the course from your **Learning Plan** tab, **Current Training** view and log off of Connect2Learn. Log back in and re-register for the training and launch it from your **Learning Plan** tab.