

## OCCAM Learning Management System Student FAQs

The fastest way to resolve most problems is to use this self-help guide.

### 1. Why can't I run the course?

Most courses are only certified to run on Windows computers, usually running either Internet Explorer or Mozilla Firefox web browsers.

#### 1.1. Do you need to turn on Compatibility View?

**If you are using Internet Explorer 10 or 11 please turn on Compatibility View:**

Go to the logon page for our site.

Click the Compatibility View button  in the address bar at the top of the screen.

#### 1.2. Is our website added to your trusted sites?

**To check/add trusted sites in Internet Explorer:**

Click the Tools button, and then click Internet options.

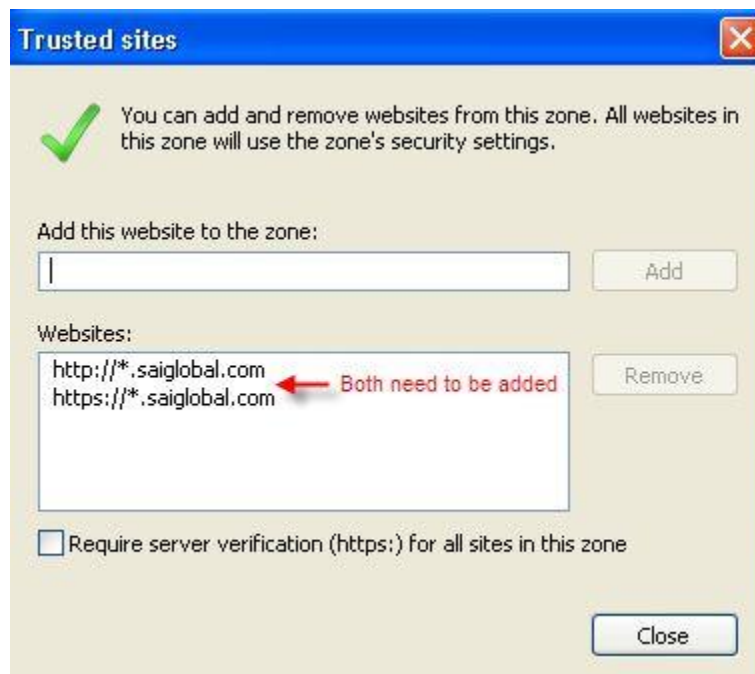
Click the Security tab.

Now click on Trusted sites and then click on the sites button.

Enter "http://\*.saiglobal.com and click Add.

Enter "https://\*.saiglobal.com and click Add.

When you are finished, click on Close.



#### 1.3. Have you disabled any additional toolbars? (Google, AVG, etc)

**To disable toolbars in Internet Explorer:**

Go to View > Toolbars.

Un-tick any toolbars you have selected.

#### 1.4. Is JavaScript enabled?

**To enable JavaScript in Internet Explorer:**

Go to: Tools > Internet Options > Security tab  
Click Custom Level .  
Scroll to the "Scripting" section.  
Click Enable.

#### 1.5. Are cookies enabled?

**To enable cookies in Internet Explorer:**

Go to Tools > Options.  
Select the Privacy tab.  
Under Settings, click Advanced.  
Select Override Automatic Cookie Handling and enable both First-Party and Third-Party cookies.  
Click OK at the bottom to accept the changes.

#### 1.6. Are pop-ups enabled?

The popup blocker settings on your PC may be preventing the course from launching correctly. These will need to be disabled and the course re launched.

**To disable pop-ups in Internet Explorer:**

Go to Tools > Pop-up Blocker > Turn Off Pop-up Blocker.

**To disable pop-ups in Safari on a Mac:**

Click *Preferences* in the Safari menu.



Now in the *Security* menu, uncheck *Block pop-up windows*.



### 1.7. Is your zoom level set to 100%?

#### To set zoom to 100% In Internet Explorer:

Go to View > Zoom.  
Select 100%.

If the System Checker records 'Failed' on the supported screen resolutions section of the system requirements, please set your browser's zoom to 100%. Otherwise, the course may run but the 'Next' button will not be visible on the navigation bar at the bottom of the screen, preventing you navigating forward in the course.

#### System Checker

An automatic check of your system has found that it does not meet all of the requirements to run this course correctly.

Click [here](#) to see the system check report. If you need help meeting the system requirements for this course, please contact your local IT Helpdesk.

You may still run the course, but please note that it may not run correctly and your progress and achievements may not be correctly recorded.

**[I understand, run the course anyway](#)**

System requirements	System detected	Result
<b>Supported devices:</b>		
Desktop/laptop iPad	Desktop	Passed
<b>Supported operating systems:</b>		
Windows XP, Vista, 7 or 8 Mac OS 10.6 iOS 6 - iOS 7	Windows 7	Passed
<b>Supported browsers:</b>		
Internet Explorer 8-11 Firefox 10 - 25 Chrome 10 - 31 Safari 5	IE 9	Passed
<b>Supported screen resolutions:</b>		
Desktop - 1024 X 768 or higher iPad - 1024 X 768 or higher	1187 X 670	Failed
<b>Supported colour depth</b>		
24 bit or higher	24 bit	Passed

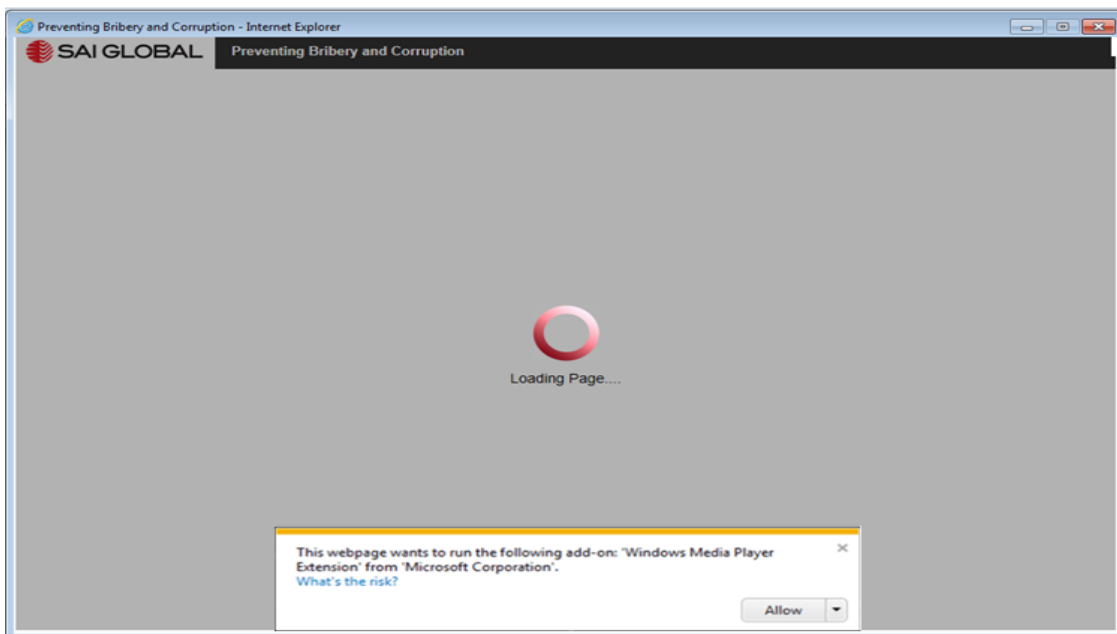
### 1.8. Is your screen resolution at least 1024x768?

#### To check/set your screen resolution:

On your Windows Start menu, enter "resolution" in the search box.  
Then select "Adjust your screen resolution"  
Check/set your current resolution to ensure resolution is at least 1024x768.

### 1.9. Is the Windows Media Player Extension add-on enabled ?

If this is not enabled the following message will appear:



Click 'Allow' to enable the add-on to run.

Once you have completed these checks, please try re-launching the course.

## 2. Why hasn't my course progress been recorded?

- a) You may have taken over two hours to complete the course, exceeding the two hour session time limit. Please log back in and retake the course in under two hours.
- b) Your progress data may be getting blocked due to your internet connection. Please take the course from a different location, or through a non-VPN connection.
- c) You may be using a non-compatible system. Most courses are only certified to run on Windows computers, usually running either Internet Explorer or Mozilla Firefox web browsers. Please contact your help desk for further information on compatibility.

## 3. Other questions

### 3.1. Why have I not received an invitation to do the training?

Please contact your Training Coordinator.

### 3.2. What do I do if I have already completed this training?

Please contact your Training Coordinator.

### 3.3. How do I find my password?

Please click the “Forgot your password?” link on OCCAM’s logon page, and your password will be emailed to you.

### **3.4. What if my username is not recognised on the training site?**

Please contact your Training Coordinator.

### **3.5. What do I do if I took the training and the course has not been marked as complete?**

You may have lost internet connection while completing the course, please log back in and continue with the course from where it has bookmarked. Alternatively you can send the certificate to your training administrator and ask to be marked complete.

If the course opens in a popup one of the launch screens may have been closed accidentally. Please close down the remaining screens and log back in to re-launch the course. Alternatively you can send the certificate to your training administrator and ask to be marked complete.

If the course has an ‘Exit’ button:



You may have exited the course by closing the browser, instead of clicking on the ‘Exit Course’ button.

Please log back into the course and click the Exit button in the course. Alternatively you can send the certificate to your training administrator and ask to be marked complete.

### **3.6. How do I reprint my certificate?**

Please log back in to the course:

- Select the Knowledge Check Module
- Click Restart
- Click Re-print certificate
- The certificate will then be displayed

### **3.7. What should I do if I have received a reminder but I already completed the course?**

Please check the course is marked complete. If your completion hasn’t been recorded, please back into the course and click the Exit button in the course. If you still have a problem, please contact your Training Coordinator.

### **3.8. What do I do if I didn’t receive a course invitation or reminder email?**

Please contact your Training Coordinator.

**If you still have a problem, please contact your Training Coordinator.**