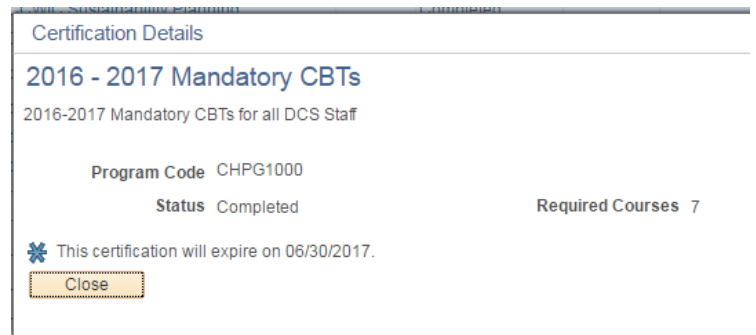


Common CBT Concerns and Resolutions:

- 1. Can't see the course.** This issue takes several forms: Can't enroll in the class, can't see the classes, can't launch the list of mandatory CBTs: All with the same resolution: You cannot launch or enroll in courses from "My Current Learning" on the main page at "Learning Home". You can *sometimes* launch individual CBTs from this page, but you typically have to be in My Learning. If you see this image, you are not in My Learning. See Items 2 & 3 **Completing Mandatory CBTs** found at: <M:\Public\Executive\Training\Staff Development>



Certification Details

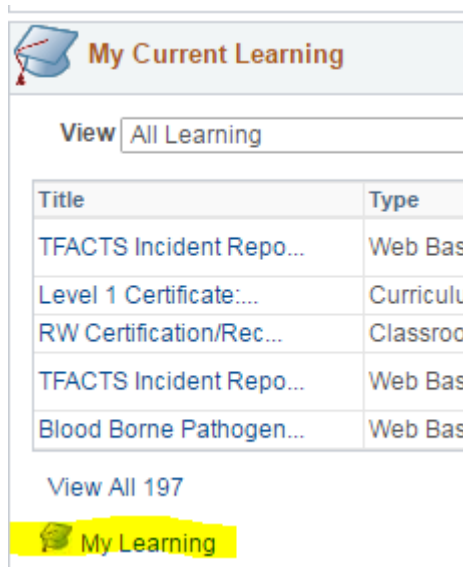
2016 - 2017 Mandatory CBTs

2016-2017 Mandatory CBTs for all DCS Staff

Program Code CHPG1000
Status Completed
Required Courses 7

* This certification will expire on 06/30/2017.
Close

If you can see "My Current Learning" at the top of the section or the "My Learning" link on the page you are in the wrong place. Once you are in the right place, you can enroll in and launch the courses.



My Current Learning

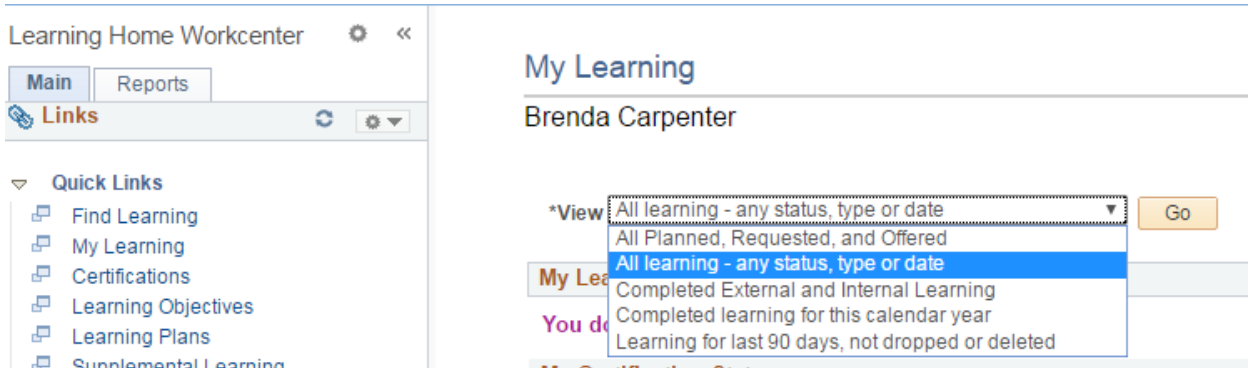
View All Learning

Title	Type
TFACTS Incident Repo...	Web Bas
Level 1 Certificate:...	Curriculu
RW Certification/Rec...	Classroo
TFACTS Incident Repo...	Web Bas
Blood Borne Pathogen...	Web Bas

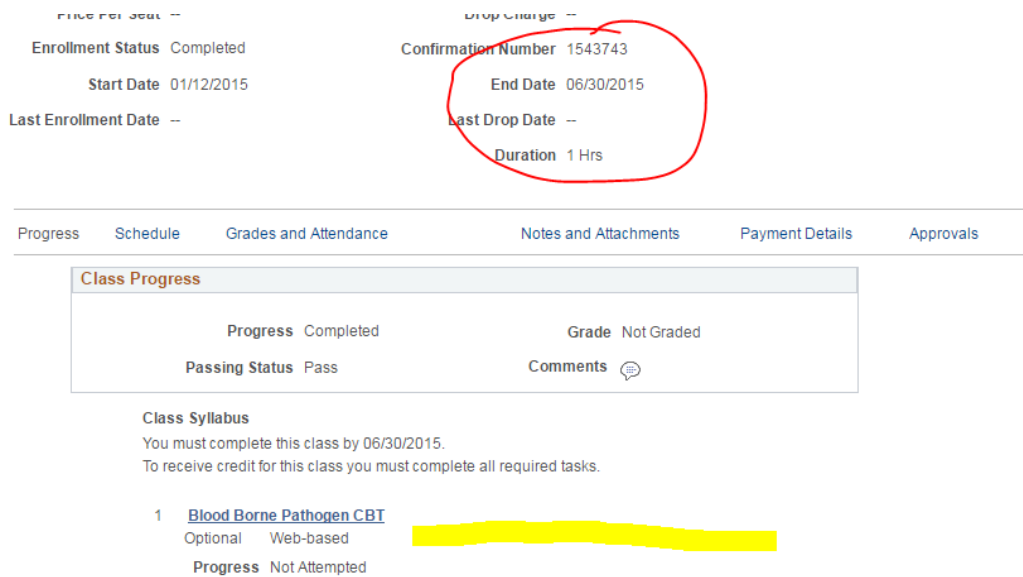
View All 197

My Learning

2. **Can't see course in My Learning:** Once on the "My Learning" page, you must select "All learning-any status, type or date" to see your courses.



3. **Enrolled, but no launch buttons within the course.** Make sure you are in the current year's course. Most likely, the mandatory CBT program is picking up a prior year enrollment that you never completed and that has expired. This should only happen if they were out of compliance previously. You can see the expiration date on the course when they try to launch it. Drop the old course and enroll in the new one. See Item 5, **Completing Mandatory CBTs** found at: <M:\Public\Executive\Training\Staff Development>



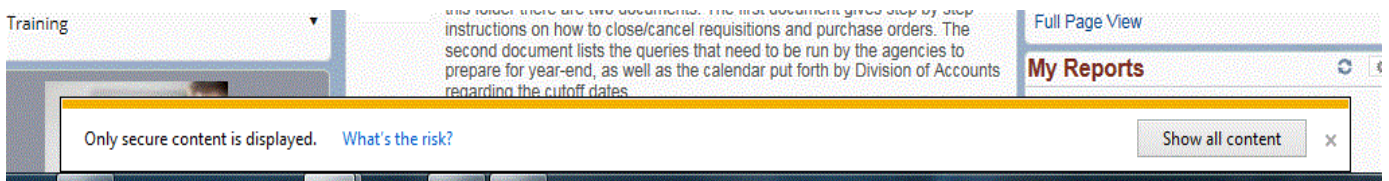
4. **Course not showing complete:** We all know the image below as the launch page. When you launch a course, it opens in a new window. When you are done with the course, you close the course window and you are left with the launch window. ***This window does not update, it is the same page you launched the course from.*** You have to click **“Return to Class Progress”**. If you click return to class progress and it still says “not complete” give it 24 hours, sometimes it does take that long to show up. Make sure you go all the way through the course. People often click out of courses too soon (especially DOHR courses) and the system won’t complete the course. If needed, take a screen shot of the last page of the CBT (see instructions below) and send it to your regional training coordinator.

Component Name: Safe Measures and My Upcoming Work CBT Type: Web-based
 Class: An Introduction to Safe Measures and My Upcoming Work Duration: --

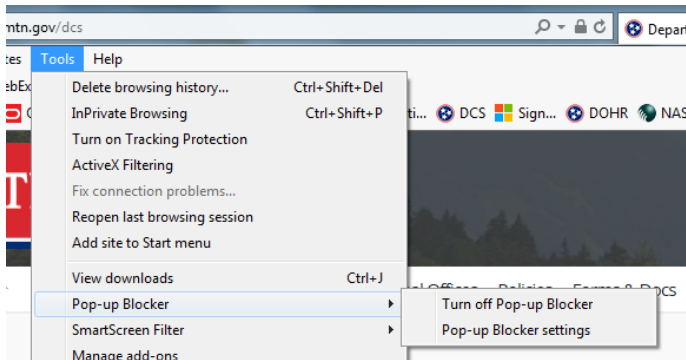
Table Of Contents			
Title	Status	Score	
An Introduction to Safe Measures and My Upcoming Work	Not Attempted		Launch

[Return To Class Progress](#)

5. **Non-stop spinning wheel when you click a link:** In most cases, this occurs when you are using Internet Explorer. You may have noticed a message pop up on the bottom of your screen like the one below. Edison is a safe site. If you see this box, click “Show All Content”. The message will go away if you don’t click it and you will not be able to progress. If this happens return to the previous screen and try to advance again and look for the message.



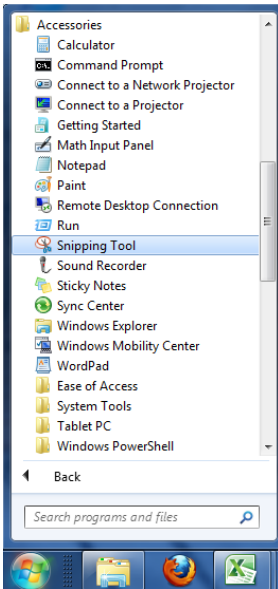
6. **Clicking launch doesn’t bring up the training:** Turn off your pop-up blockers for Edison. How you do this depends on the browser you are using. In Internet Explorer, you can find it in the Tools menu.



How To Take A Screenshot

There are two easy ways to take a screenshot.

1. **Snipping Tool:** The easiest is the Snipping Tool, available in "Accessories" folder from your Windows Launch button. When it opens, click "New" and draw a square around what you want to copy. After you select what you want to copy, it will show up under this menu. You can click copy (the double image) and paste the image or you can email (the envelope) the image. The downside to Snipping Tool in Windows 7 is that it does not allow you to make a snip of drop down menus. This feature is available in Windows 10.



2. **Print Screen:** With the image that you want to copy on your screen, click PrtSc on your keyboard. Where it is on the keyboard depends on the keyboard you have, but it is typically on right hand side of the function key row. You may have to use the “Fn” button for the feature. After clicking the PrtSc button, open the Paint program (also in Accessories) and hit “Ctrl” and “V” at the same time to paste the picture (you can also right click and choose paste). You will then be able to copy the image and email it.

