MT 2020 TIPS, TRICKS, AND TROUBLESHOOTING INFORMATION

Prior to launching MT 2020 - "Prevention of Harassment and Discrimination", ensure the following:
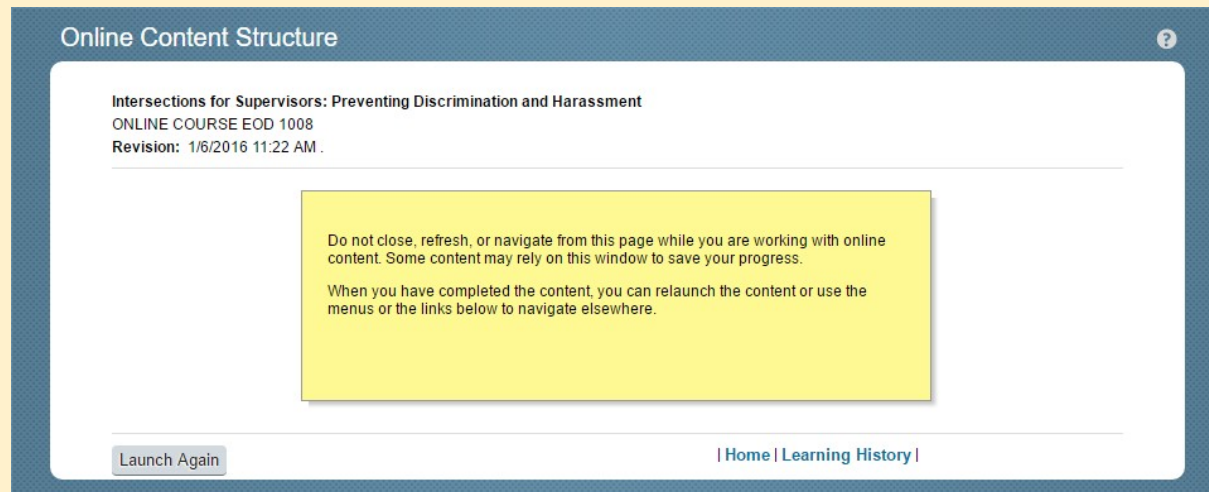
- Adobe Flash, Java, and Adobe Reader are installed on your computer.

- **Ensure pop-up blockers** are disabled (off) prior to launching the training module. Select your browser below for step-by-step instructions.
  Chrome, Firefox, Internet Explorer, Safari

- The module has smart tracking capability**: Do not** engage in other activities utilizing the computer. If other activities are detected, the training module will pause and wait for you to come back.

- Use the "EXIT" button on the last page of the course to ensure this course registers on your Learning Plan.

TROUBLESHOOTING TIPS

WHAT HAPPENS	TROUBLESHOOTING
I see a yellow box but nothing is happening. **Online Content Structure** **Intersections for Supervisors: Preventing Discrimination and Harassment** ONLINE COURSE EOD 1008 **Revision:** 1/6/2016 11:22 AM . Do not close, refresh, or navigate from this page while you are working with online content. Some content may rely on this window to save your progress. When you have completed the content, you can relaunch the content or use the menus or the links below to navigate elsewhere. Launch Again | Home | Learning History |	
Disable pop-up blockers. Use this website for help: http://www.wikihow.com/Disable-Popup-Blockers	
I have completed the course and received my certificate, but the course is still on my learning plan.	

Use the "EXIT" button within the module (on the top right of the module screen) instead of the "X" on the browser to exit the training

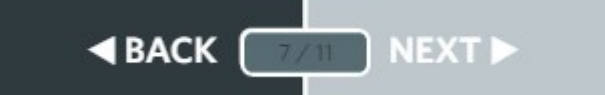**HARASSMENT & DISCRIMINATION PREVENTION**   RESOURCES   HELP   MENU   EXIT
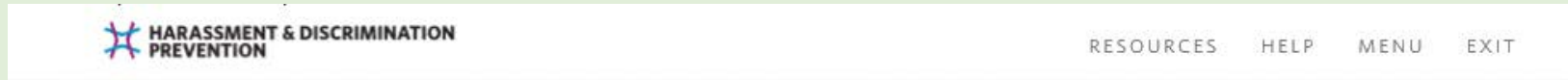
I have reviewed the policy but I cannot acknowledge the policy. The next button is grayed out and when I hit "back", it brings me to the previous page.

I open the training and a window pops up, but it is a blank white screen.

Ask your department IT professional to install Adobe Flash on your computer.

The "Next" button is grayed out and I cannot click on it.

◀ BACK   7 / 11   NEXT ▶

Ensure that you have clicked on all icons, images, and text on the screen.

The module keeps pausing/stopping, I cannot get it to play through.

The module must be the active window on the computer screen. This mean if you search the internet, check email, etc. while attempting to complete training, the training will pause. When returning to the training, it will prompt you to resume with the below image.

Click to Resume
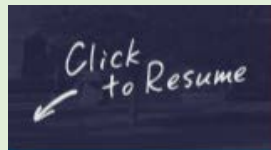
Something is not working properly despite having done the above troubleshooting steps.
Exit the training using the "EXIT" button instead of the browser "X" to close the window, then try entering the course again. **HARASSMENT & DISCRIMINATION PREVENTION**　　　RESOURCES　HELP　MENU　EXIT
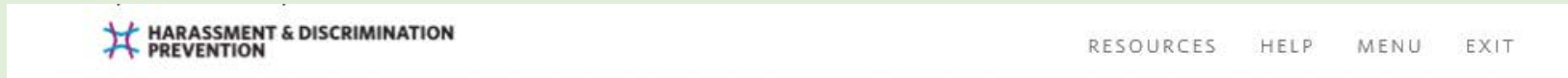
If problems are encountered, please contact eod@unm.edu or at 277-1555. You can also find troubleshooting tips, FAQ's, and more at https://hr.unm.edu/unm-mandatory-training.

For all HSC employees, please contact the HSLIC Service Point at 272-1694.