Intersections:
Tips, Tricks, and Troubleshooting Information

Prior to launching the current year session of "*Intersections: Preventing Discrimination and Harassment*", 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 (http://www.wikihow.com/Disable-Popup-Blockers)

- 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. If you use the browser "X", you will not receive credit for the course.
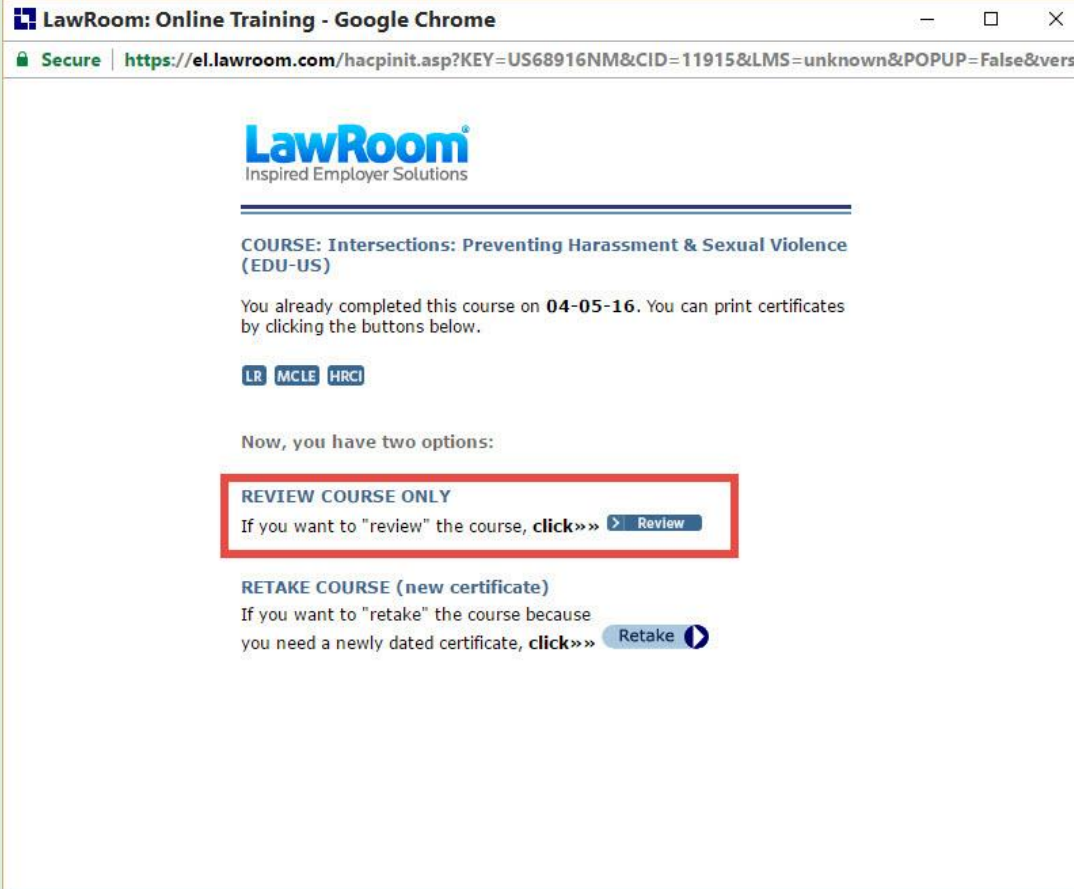
Troubleshooting Tips

WHAT HAPPENS	TROUBLESHOOTING

I see a yellow box but nothing is happening.
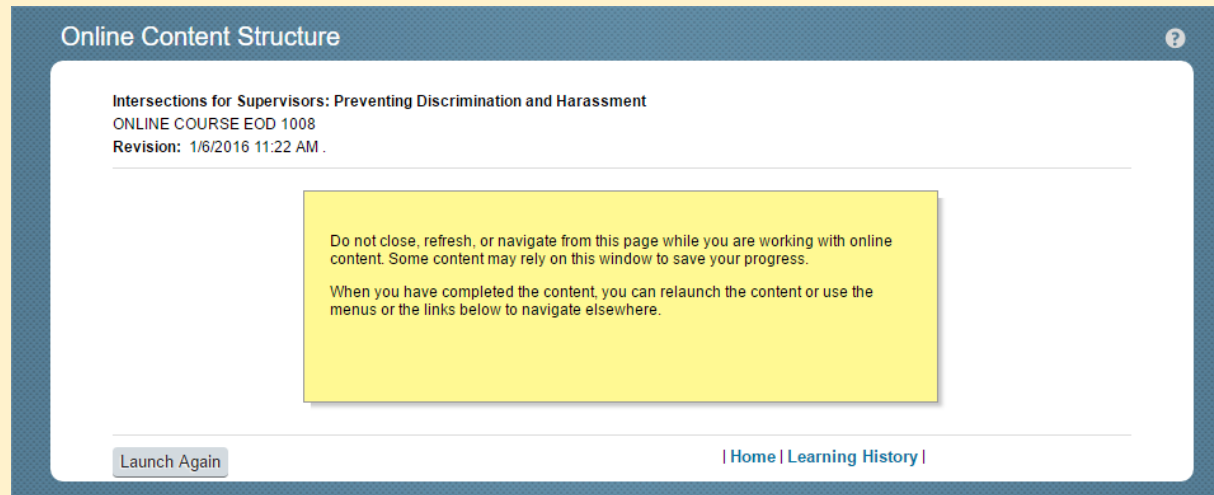
Disable pop-up blockers. Use this website for help: http://www.wikihow.com/Disable-Popup-Blockers

I have completed the course and received my certificate, but the course is still on my learning plan.

1) Enter the course
2) Click the "Review Content" option (do not restart course)

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.

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.

Look for the white "X" within the module screen (it's parallel to the UNM logo). This will appear after you click on the "Open Policy" button. This occurs twice in the course of the training.
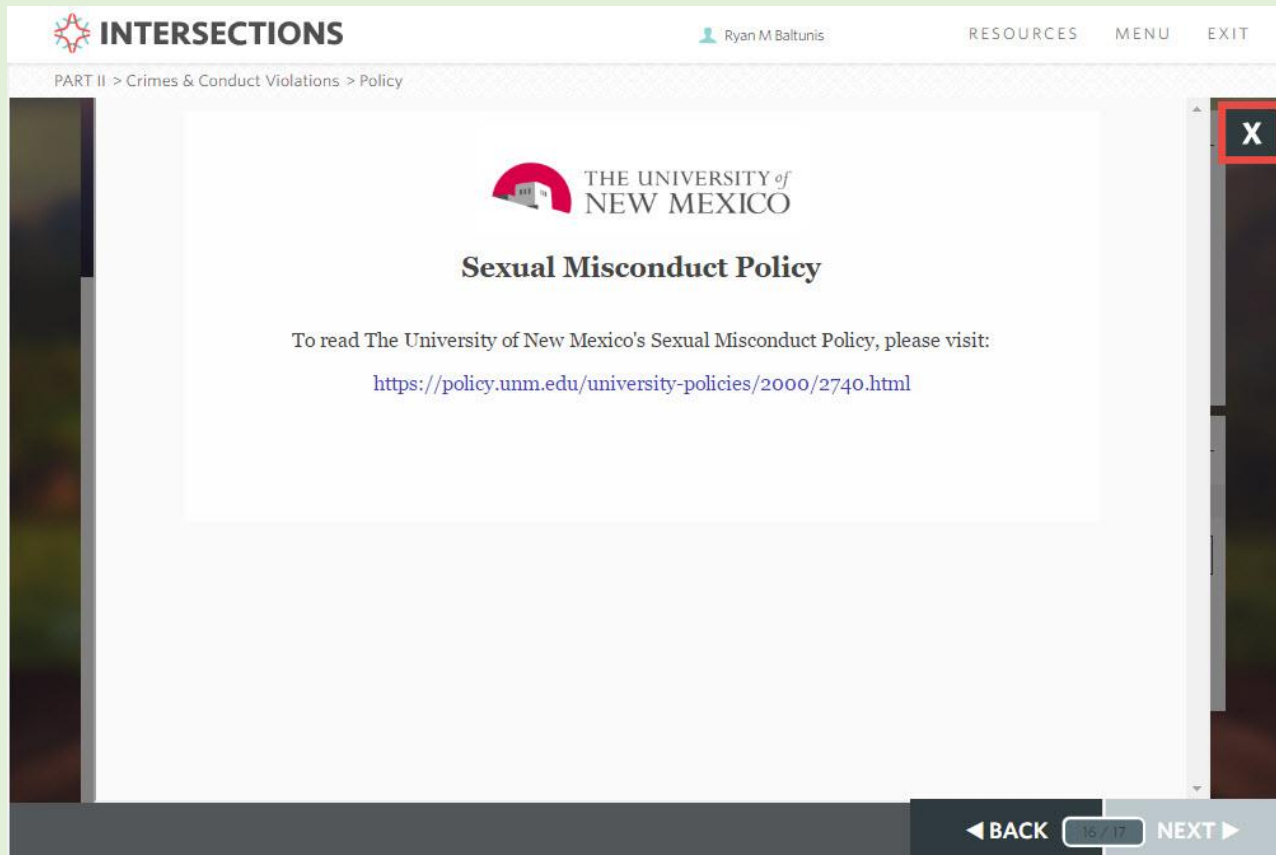
I open the training and a window pops up, but it is a blank white screen.

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.

If problems are encountered, please contact the IT Help Desk at 505-277-5757.
You can also seek assistance at http://goto.unm.edu/7617/.

For all **HSC employees**, please contact the HSC IT Service Desk at 505-272-1694.

Thank you for your participation
and efforts in making UNM a great place to work and learn!