

BROWSER Settings & On-Line Training

- Chrome 28 or later
 - Firefox 27 or later
 - Internet Explorer 10, 11, Edge (may require Compatibility View), or later
 - Safari 6 or later
-

Pop-ups, Flash, Cookies & JavaScript enabled on the Browser (See specific Browser help below.)

****** Flash player help for Browsers:** <https://helpx.adobe.com/flash-player.html>

Recommended Free Computer Software - Most computers have these Adobe items loaded. However, they may need to be updated. Your computer will usually suggest when updates are needed.

Adobe Flash

Plug-in Version 9 or above

<https://get.adobe.com/flashplayer>

Adobe Acrobat Reader

Version 10 or above

<https://get.adobe.com/reader/?promoid=KLXME>

iPads & iPhones - IOS 6 or later

- Apple Mobile Safari 6 or later
- Google Chrome Mobile 30 or later

Android Devices - Android 4.1 or later

- Google Chrome Mobile 30 or later

Audio Volume

Some devices use 2 volume controls. One control is for system sounds, such as beeps, rings, etc. The other volume control is for media, such as videos/e-learning. Be sure you know how to control the volume on your device.

Video Portal #1 - Plays on computers

- Requires Adobe FLASH
- If the video fails to play or the screen is black, enable or download Flash. Click above for a Free Download
- If you are unable to log back in to the Portal, you are not typing your email address exactly as you did the first time you logged in. Whatever you typed when you first logged in paired with your 5 Letter KEY. Please use the Contact Form to email us. Include your 5 Letter KEY, the Hospice and Volunteer Coordinator you are working with. We will locate your KEY and the associated e-mail address.

E-Learning Portals play on computer, tablets and phones.

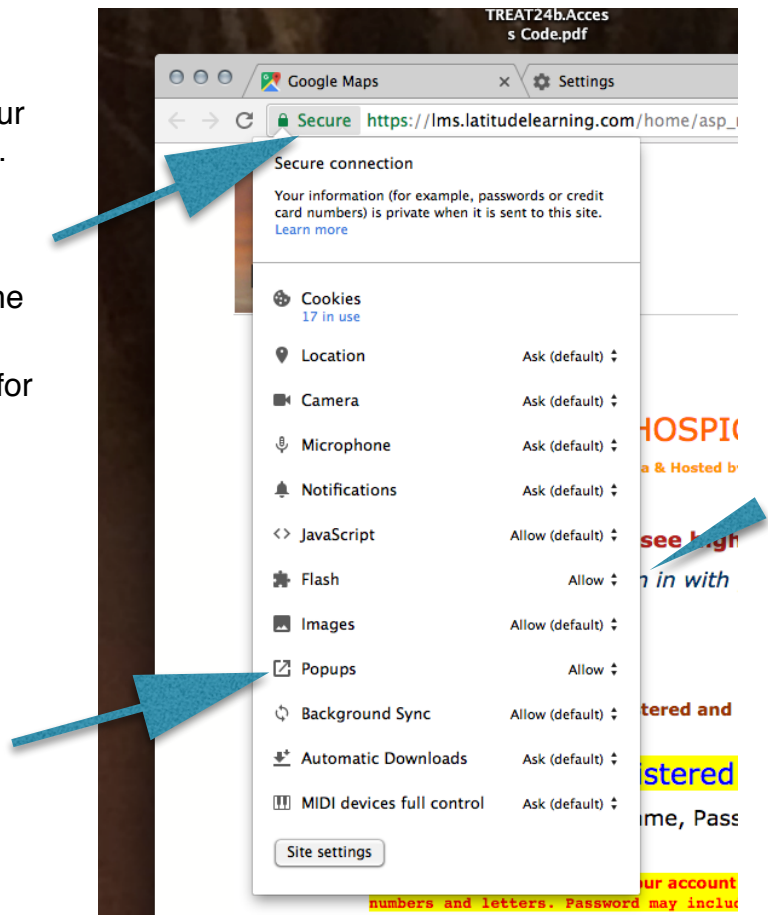
- Browsers MUST allow: Pop-ups, Cookies, Java Script, Flash (See below for adjusting these settings for your browser.)
- In order to download your Certificates of Completion and/or Course Resources, your computer must have the FREE Adobe Reader. If you do not have Adobe Reader, please download it. See link above.

CHROME

Please follow directions below to check your settings and make adjustments as needed.

Go to any E-Learning Portal.

- Click at the left side of URL in the address bar. Whatever symbol is at the very left - click there. This reveals a drop down menu of Chrome settings for that particular site.
- To always see pop-ups for the site, under the arrows on the right side, select "Always allow pop-ups on this site".
- Enable Javascript
- Cookies should already be enabled.

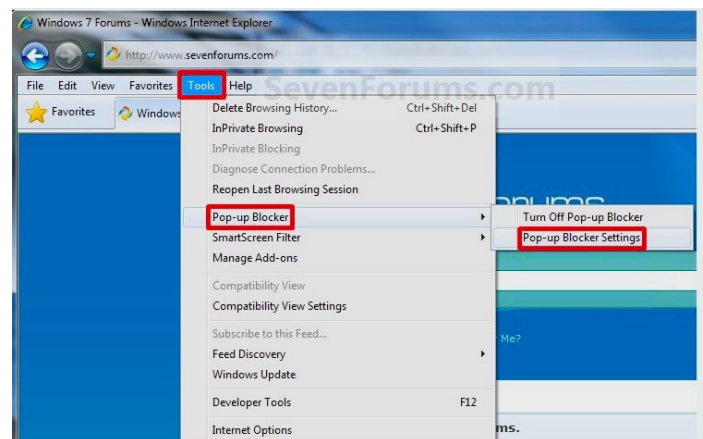


Internet Explorer

Internet Explorer allows Pop-ups unless at some point you have blocked Pop-ups.

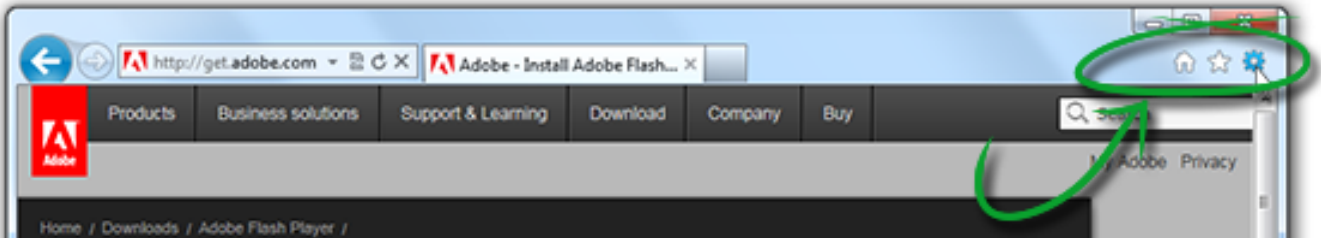
If your e-learning Course window fails to pop up, check the following.

1. Click: Tools on the Menu Bar.
2. Click: Pop-up Blocker
3. Click: Turn OFF Pop-up Blocker Settings



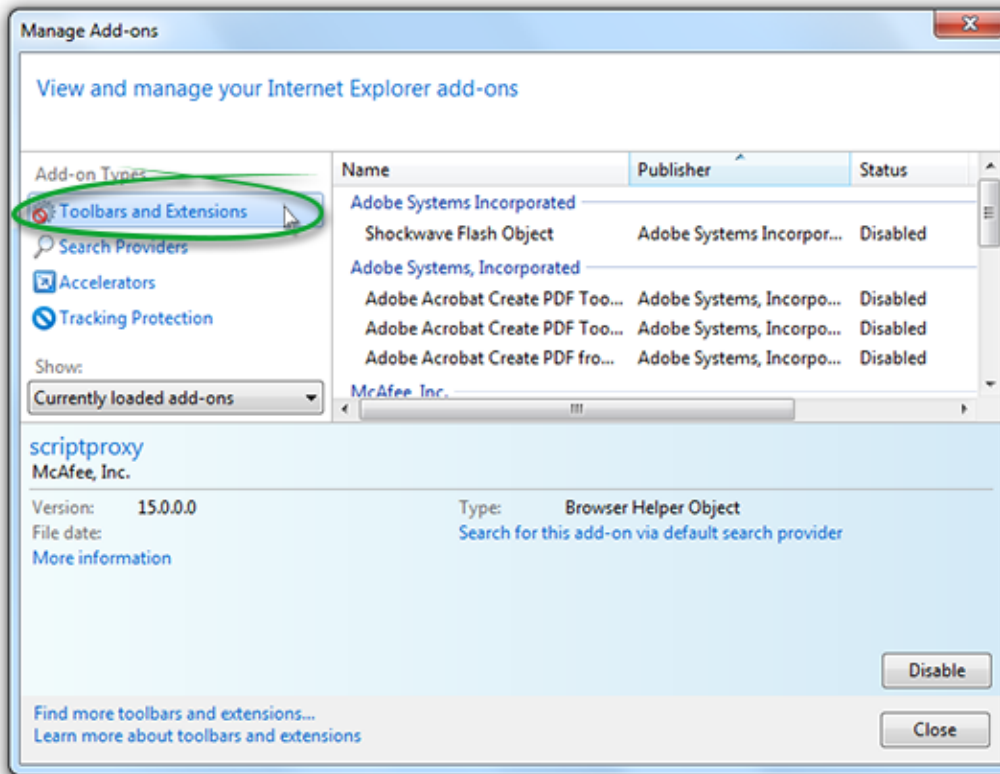
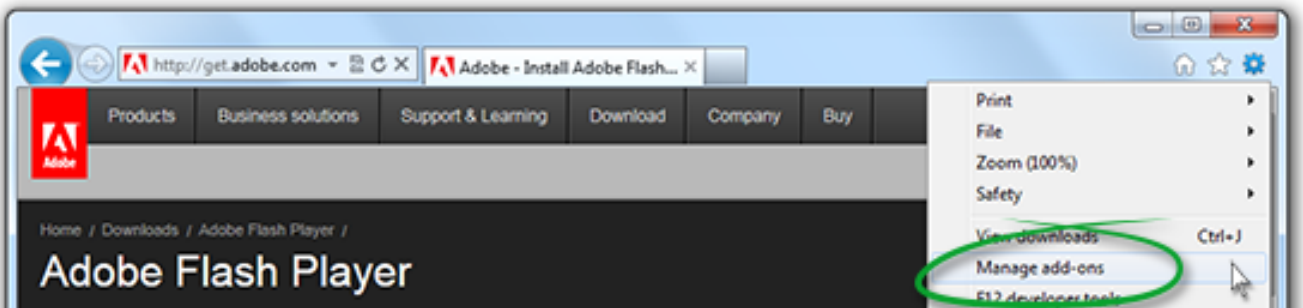
Chris Campbell <https://helpx.adobe.com/flash-player/kb/install-flash-player-windows.html>

1. Click the Tools icon in the upper-right corner of Internet Explorer. (The icon looks like a gear.)



The Tools icon is in the upper-right corner.

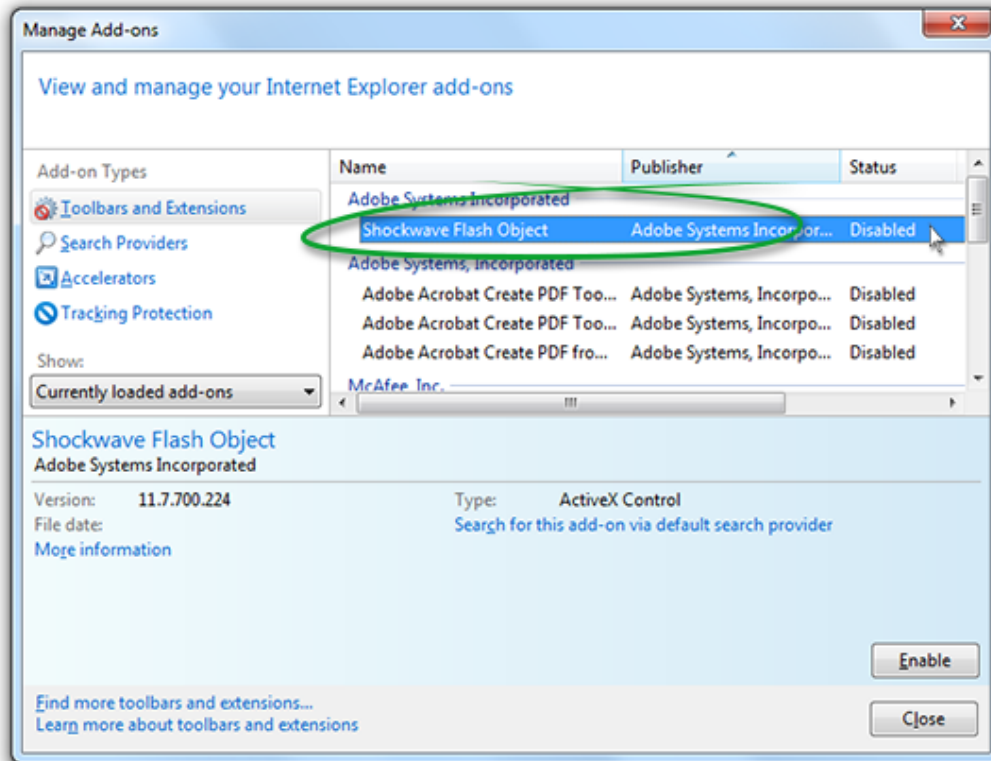
2. In the pop-up menu that appears, click Manage Add-ons



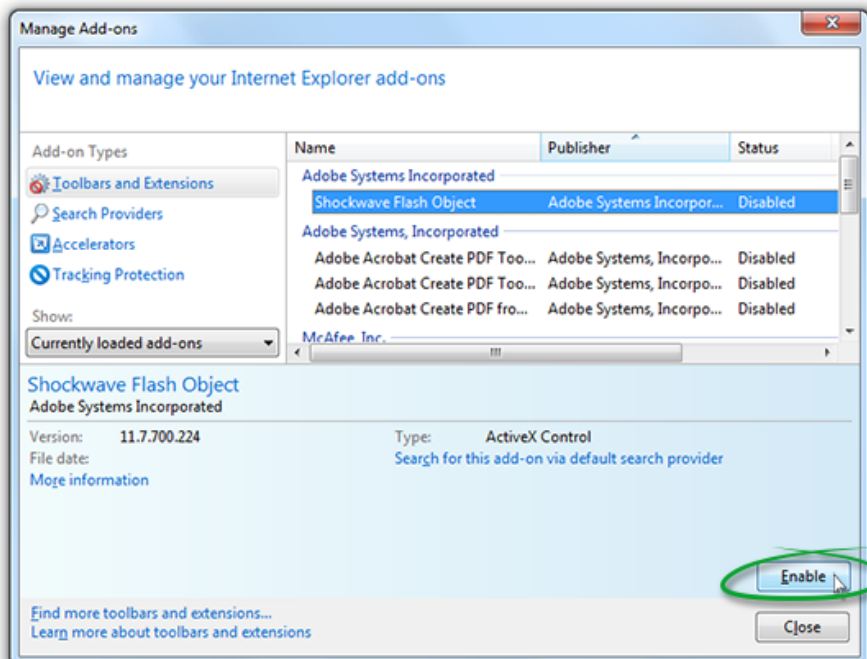
Select Tools and Extensions as the Add-on Types from Manage Add-ons dialog box.

In the list of Add-ons, look for “Shockwave Flash Object” (another name for Flash Player).

In the Status column, check to see whether Shockwave Flash Object is Disabled. If it is disabled, click the row for Shockwave Flash Object to highlight it. Shockwave Flash Object as the Add-on Type. The Flash is in Disabled status.



In the lower-right corner of the Manage Add-ons dialog box, click Enable.

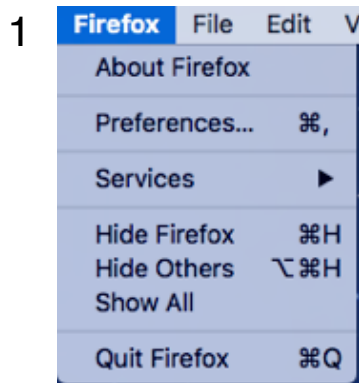


FIREFOX

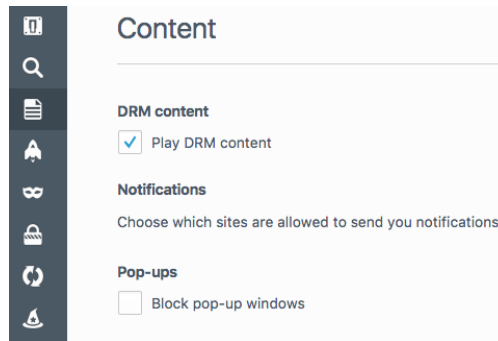
Firefox automatically allows Pop-ups unless you have checked "Block pop-up windows".

If a Course fails to launch, check your Pop-up settings.

1. Go to the Firefox MENU - Click on Firefox and click Preferences. This opens a Contents Page.
2. Look for Pop-ups. Be sure the box that blocks Pop-ups is NOT checked.



2

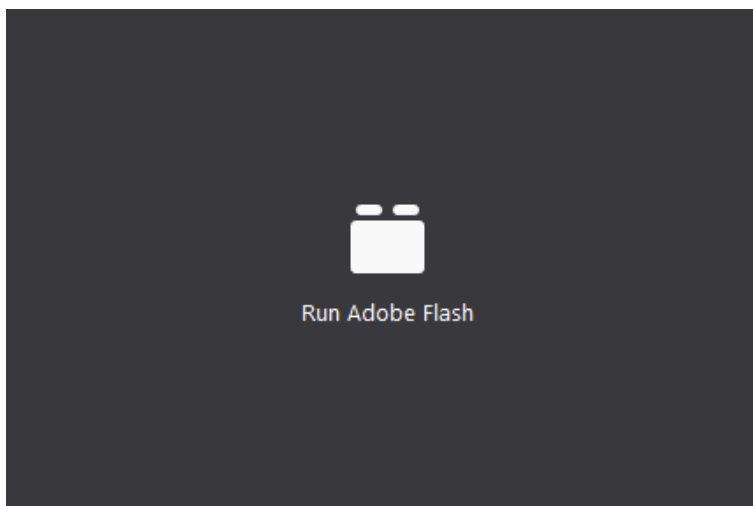


Plugins - such as Adobe Flash

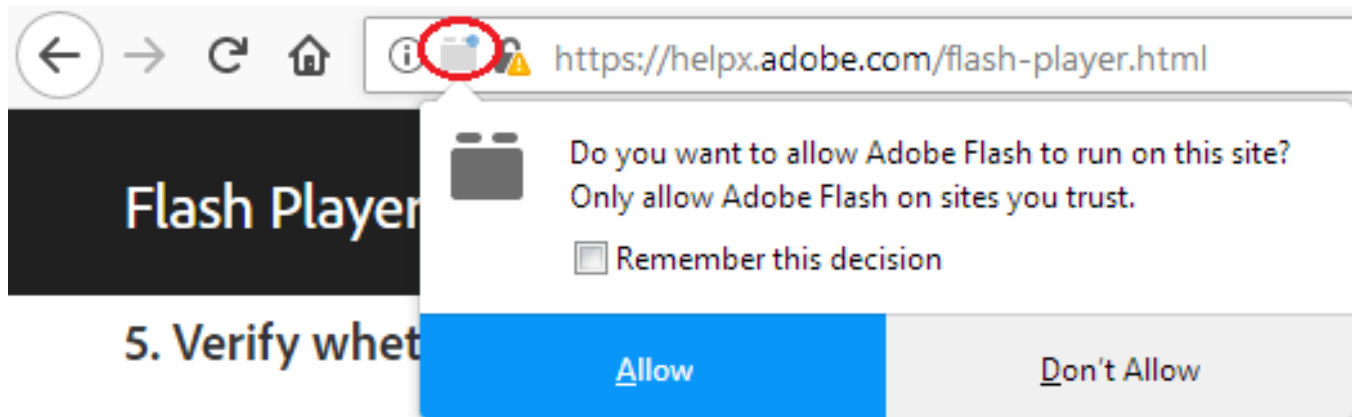
To keep your browsing experience fast, reliable and secure, Firefox will not activate [plugins](#) by default. Instead, Firefox lets you choose whether or not to allow a plugin to run on a website.

How click to activate works

If Firefox blocks a plugin, rather than seeing content, you'll see a message prompting you to click to run the plugin, such as Adobe Flash.




On some sites, you'll see just a blank rectangle, and the plugin notification icon will appear toward the left end of the address bar.



If you click the message or the notification icon to activate the plugin, Firefox will prompt you with these options:

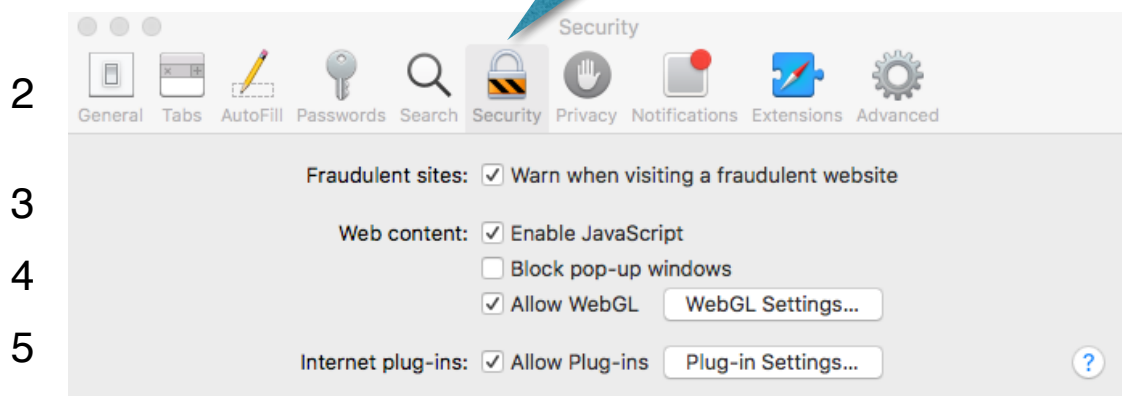
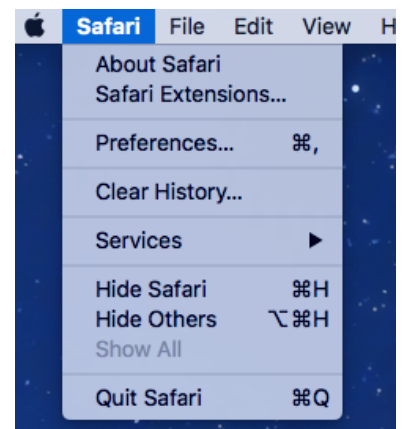
- **Allow:** Activates Flash only for a single visit. To automatically activate Flash for all future visits to that site, check the **Remember this decision** checkbox.
- **Don't Allow:** Dismisses the notification prompt without activating Flash.

If you click to activate and allow the plugin, the missing content will load normally. (If it doesn't, click the reload  button in the toolbar to reload the page and try again.)

Safari automatically allows Pop-ups... unless you have checked "Block pop-up windows".

If a Course fails to launch, check your Pop-up settings.

1. Go to the Safari MENU (top left of your screen) Click on Safari and click Preferences.
2. This opens a Page with links. Click the **Security link**.
3. Look for Pop-ups. Be sure the box that blocks Pop-ups is NOT checked.
4. Enable JavaScript.
5. Allow Plug-ins.



Flash - Check Safari version on your Mac

Please visit the website below for detail information on the various versions of Safari. This page provides details for the versions listed below.

<https://helpx.adobe.com/flash-player/kb/enabling-flash-player-safari.html>

Before you start, check the version of Safari running on your Mac. To display the version number, choose Safari > About Safari.

- If your Safari version is 11.0 or later, follow the steps in [For Mac OS X 10.11, macOS 10.12, and later](#).
- If your Safari version is 10.0 or later, follow the steps in [For Mac OS X 10.10](#).
- If your Safari version is earlier than 10.0, follow the steps mentioned in [For Mac OS X 10.8 and 10.9](#), or [For Mac OS X 10.6 and 10.7](#).

The latest version is featured below. For earlier versions please follow the links above.

For Mac OS X 10.11, macOS 10.12, and later

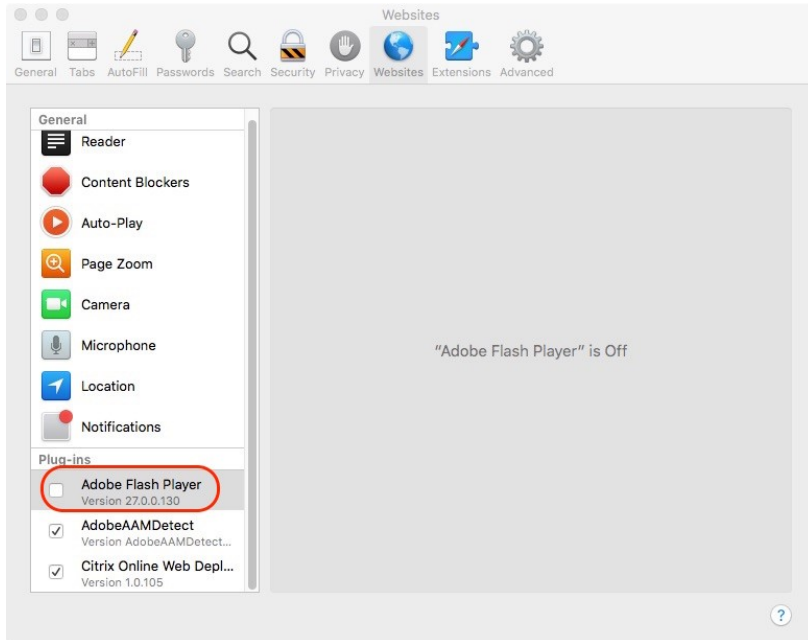
1. Open Safari, and choose Safari > Preferences.



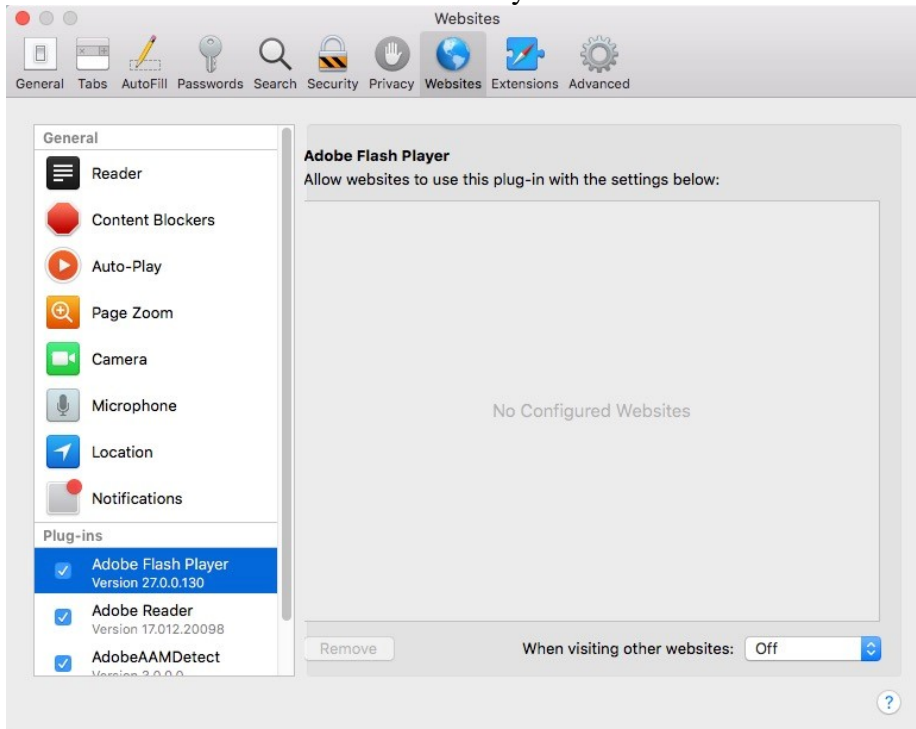
Setting Safari

preferences

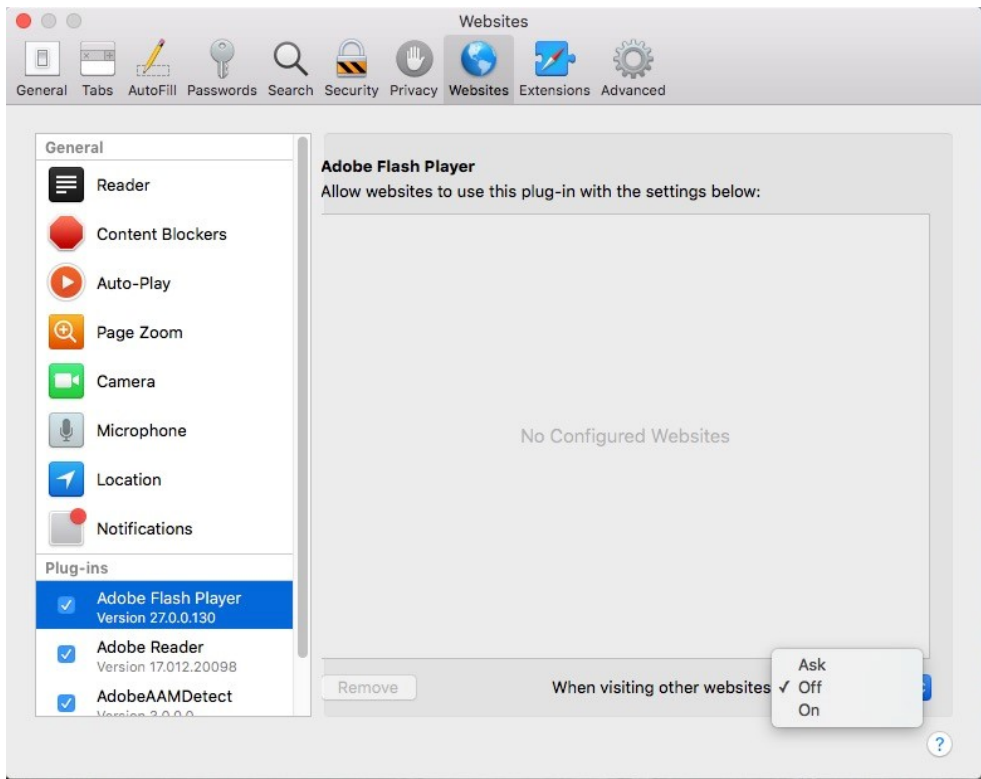
2. Click the Websites tab and scroll down to the Plug-ins section. Locate the Adobe Flash Player entry.



Click the check box to enable Flash Player.



Select a setting to use for Flash Player when you visit other websites.



You can configure Flash for individual websites (domains). Select a website listed in this window, and choose Ask, Off, or On.

