TROUBLESHOOTING TIPS:

Did you check...

- Be sure your Pop-Up Blocker is turned off. Most links within the course open in a new window either within the program, or to an external web page. If they are not turned off, it may prevent you from accessing these pages.
  In your Internet Browser:
    - Click **Tools** on your menu bar.
    - Arrow down to **Pop-Up Blocker**
    - Click **Turn off Pop-Up Blocker.**

- Check your security configurations for **Java** and **Java Script**. The permissions should be **enabled**. Use this link for how to instructions for Java and Java Script using Internet Explorer: http://support.microsoft.com/kb/315674

- Check the Internet browser version because it may need to be updated. Free updates (downloads) are available here: http://www.microsoft.com/downloads/Search.aspx?displaylang=en

- Keep your **cache directory** clean. Periodically delete your temporary internet files because your computer retains old web pages. If this directory is not kept clean it might interfere with viewing updated web pages.
  On your PC:
    - Under **Tools**, choose **Internet Options**.
    - In the center of the window, under **Temporary Internet Files**, click **Delete Files**. (For Internet Explorer 7.0, under **Browsing History**, click **delete**. Choose **delete files** under **Temporary Internet files**.)
    - Click **ok**
  On the Macintosh:
    - Under **Explorer**, choose **Preferences**.
    - Choose **Advanced** on the left side of the window.
    - Click the **Empty Now** button under **Cache**.

* If the above tips fail to resolve your problem, contact your systems administrator.