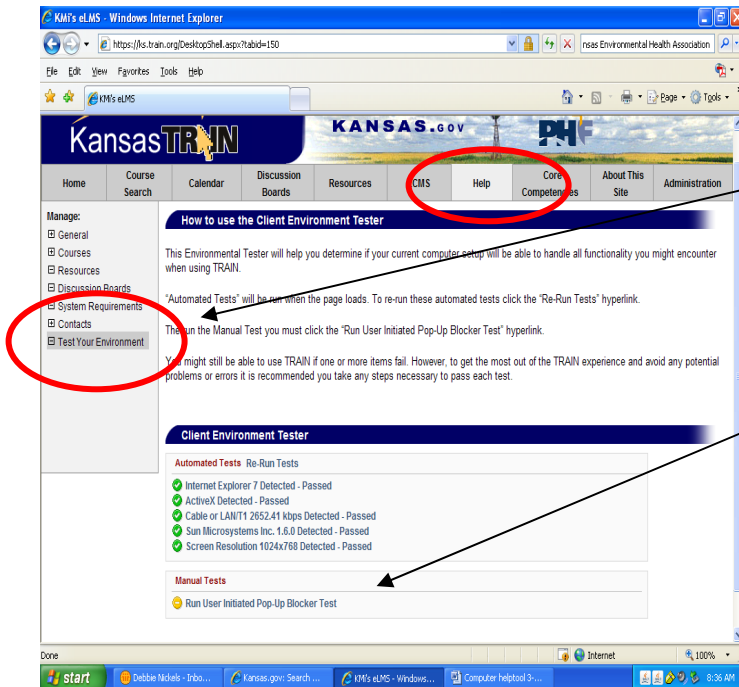


Computer Trouble Shooting Help-Tool

Problems Viewing On-line Courses on KS-TRAIN?

<http://ks.train.org>

See below steps for trouble shooting online course navigation problems.

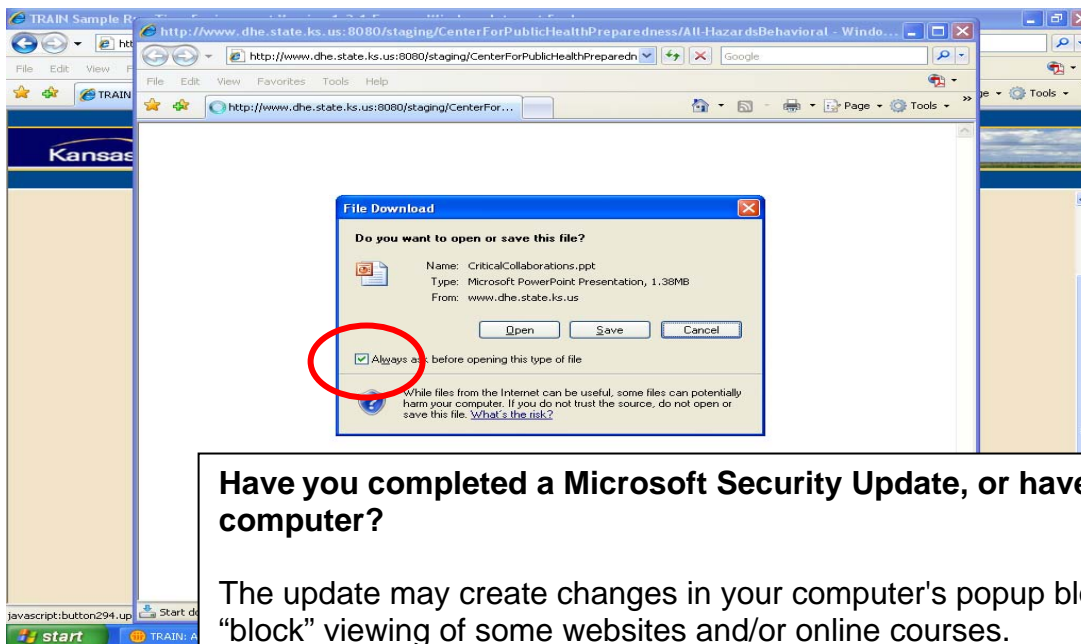


“Help” - Test Your Environment
Click "Help" in the TRAIN navigation taskbar then Test Your Environment from the left hand menu.

Don't forget to run the Manual Tests to see if you still have Pop-Up blockers on.

Pop-up blockers should be **OFF** to view web-based courses, open attachments and/or view handouts.

Download the latest version of **JAVA** from the Sun Corporation to run online courses.



Have you completed a Microsoft Security Update, or have a new computer?

The update may create changes in your computer's popup blockers which “block” viewing of some websites and/or online courses.

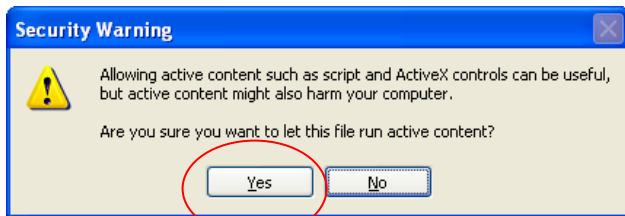
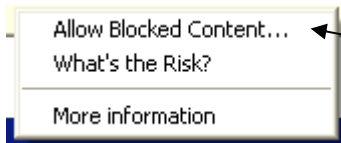
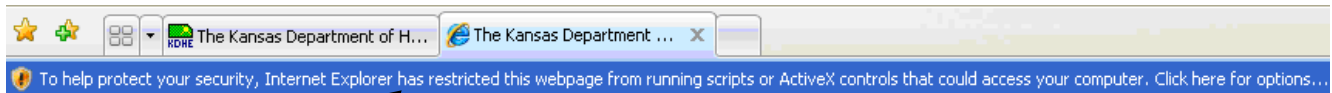
To fix the problem, **hold down the "Ctrl" key** on your keyboard **before** you click the **"Launch"** button for a web-based/on-line course. **REMOVE the checkmark** in the “Always ask before opening this type of file” field. Then click open. You never have to do this again once this is set in Microsoft.

Computer Trouble Shooting Help-Tool

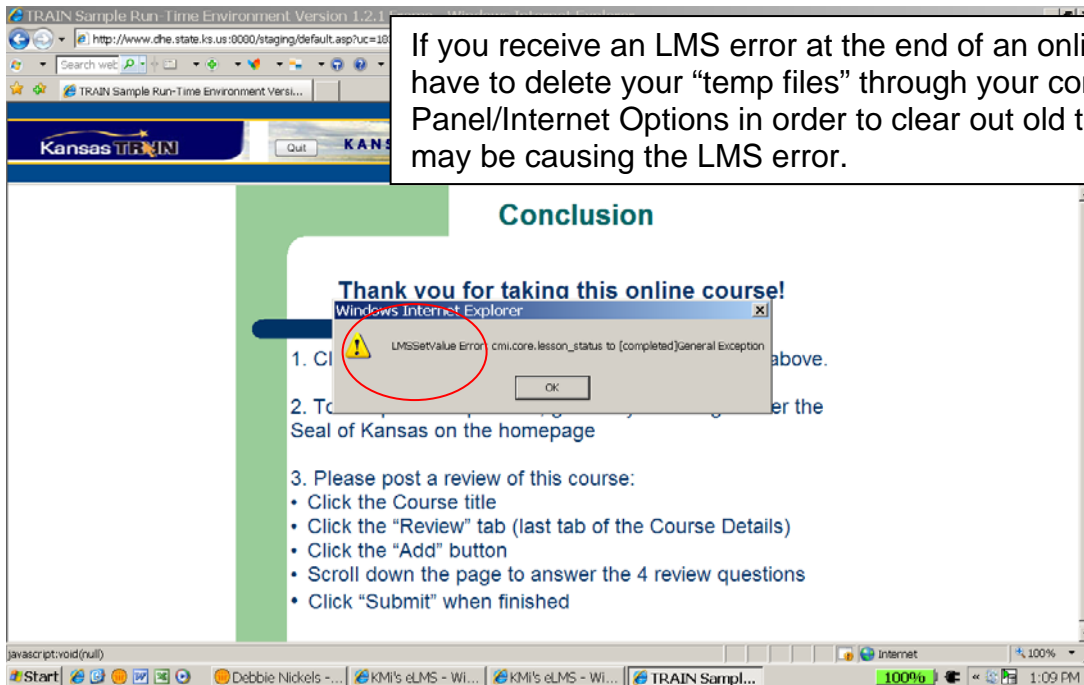
Problems Viewing On-line Courses on KS-TRAIN?

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See below steps for trouble shooting online course navigation problems.



Using Internet Explorer 7? If you just started using Internet Explorer 7 you may receive an ActiveX popup screen when you launch a web based course. Follow the prompts to **not** have this come up each time you launch a web based course or explore the internet.



If you receive an LMS error at the end of an online course you may have to delete your "temp files" through your computer's Control Panel/Internet Options in order to clear out old temporary files that may be causing the LMS error.

If you continue to have viewing problems contact support:

helpdesk@kdhe.state.ks.us, (785) 296-5655, or;

Debbie Nickels, KS-TRAIN Administrator, dnickels@kdhe.state.ks.us, (785) 291-3457