



Troubleshooting Guide for Online Modules

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- Check the RAU portal module **Course Description** for possible browser requirements
- Clear browser cache log off and log back in.
- Try a different browser

Issue	Problem
User cannot get into RAU Portal but account and login information is correct	Check Minimum Desktop Requirements
Module does not complete or launch	• Check training details for preferred browser or special instructions. • Check that all slides were viewed. • Check for a passing score. • Enable Cookies (see below)

Issue	Problem	Google Chrome Fix (latest version 88 and greater)	Microsoft Edge Chromium for Windows 10
Module window opens but the screen is blank	Google Chrome browser version (79)	Update Google Chrome version or use another browser to complete the training.	Issue only related to Chrome
Issue	Problem	Google Chrome Fix (latest version 88 and greater)	Microsoft Edge Chromium for Windows 10
User clicks the Launch button and nothing happens – the loading wheel keeps spinning but nothing happens	Pop-up blocker not disabled. Go to the user's transcript, locate the course in question Click on the View Training Details button.	Allow Chrome Pop up: Open Chrome Click the Ellipsis (. . .) Settings>Privacy and security>Site Settings Select Pop-ups and redirects Click "Add"	Allow Edge Pop-up: Click the Ellipsis (. . .) Select Settings Cookies and site permissions Pop-ups and redirects Allow:

	Review the "Training Progress" section of the page for the Total Views and View Time statistics. If there is any number other than 0 in the fields, the system is trying to launch the module.	Add the following: csod.com rockwell.com brainshark.com gpilearn.com	csod.com rockwell.com brainshark.com gpilearn.com
Issue	Problem	Google Chrome Fix (latest version 94 and greater)	Microsoft Edge Chromium for Windows 10
User completes module but system doesn't show completion	Cookies are not enabled The user did view all of the required slides The user did not pass the assessment	Allow Cookies: Open Chrome Click the 3 vertical dots in upper right corner Select Settings>Advanced>Privacy and security>Cookies and other site data Under Cookies, make sure "Allow sites to save and read cookie data" is turned on Add to " Sites that can always use cookies": csod.com rockwell.com brainshark.com gpilearn.com	Click the Ellipsis (. . .) Select Settings Cookies and site permissions Select Manage and delete cookies and site data. Make sure "Allow sites to save and read cookie data" is turned on. Allow & Add csod.com rockwell.com brainshark.com gpilearn.com