


## Trouble Shooting

| Problem   | Solution  |
|---|---|
| Not receiving emails                                      | <ul style="list-style-type: none"> <li>• Check junk mail</li> <li>• If you are on Gmail (or Yahoo, etc.) check the Social and Promotions folders to make sure the e-mail hasn't arrived there. If it has, drag it to the Primary folder and click the confirm link.</li> <li>• Add <a href="mailto:noreply@fssafety.com">noreply@fssafety.com</a> to your email contact list</li> <li>• If a gmail user: go to Settings/Filters and Blocked Addresses. Check to ensure your email is not blocking.</li> <li>• Ensure antivirus/email is not blocking attachments; words in email address such as noreply</li> <li>• Ensure that email repository is not full</li> <li>• Contact an IT support person to investigate what is blocking our emails.</li> <li>• Contact <a href="mailto:fssupport@fleetsafetyinternational.com">fssupport@fleetsafetyinternational.com</a></li> </ul>                                   |
| Confirmation email not received but received coupon email | <ul style="list-style-type: none"> <li>• Contact <a href="mailto:fssupport@fleetsafetyinternational.com">fssupport@fleetsafetyinternational.com</a></li> </ul>  |
| Forgot my password feature not working                    | <ul style="list-style-type: none"> <li>• DO NOT input both username and email. Use only one or the other.</li> <li>• Verify that you are providing the correct email account that is registered to the student. Check your original email when you registered.</li> <li>• Check your junk mail to see if create new password instructions went into that inbox</li> </ul>   |
| Program won't progress forward; video not working.        | <ul style="list-style-type: none"> <li>• Make sure you are on Google Chrome on a Desk top or Lap Top.</li> <li>• Have you completed all of your device updates?</li> <li>• Check how many devices are accessing wifi at once in your home!</li> <li>• Close lesson window. .</li> <li>• Go back the beginning of the Module</li> <li>• Clear your browser history by: Hold "control key" and "H" at the same time.               <ul style="list-style-type: none"> <li>○ Click clear browsing data.</li> <li>○ From the drop down menu choose all time, click clear data.</li> </ul> </li> <li>• Reboot your computer.</li> <li>• Click restart button not resume in the module</li> <li>• If all else fails redo the previous items and reboot your modem.</li> <li>• If your device is old and has 4 GB or less of RAM; you may need to go to public library and use their device to complete course.</li> </ul> |

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| <p>Course won't load on their device</p>   | <ul style="list-style-type: none"> <li>• Use Google Chrome as browser ,</li> <li>• Make sure you have a good internet connection.</li> <li>• Wired is better than wifi.</li> <li>• Restart your computer.</li> <li>• Clear your history by - Hold control and H at the same time. Click clear browsing data. From the drop down menu choose all time, click clear data.</li> <li>• Login to the moodle program and try it again.</li> </ul>   |
| <p>Need to change email address or name</p>  | <ul style="list-style-type: none"> <li>• Contact <a href="mailto:fsisupport@fleetsafetyinternational.com">fsisupport@fleetsafetyinternational.com</a></li> </ul>  |
| <p>Web site can't be found error</p>   | <ul style="list-style-type: none"> <li>• Clear browser history; (see above)</li> <li>• Reboot internet modem/router</li> <li>• Reboot computer</li> </ul>   |
| <p>Web site won't display after clearing browser/history/rebooting router/modem and computer</p> | <ul style="list-style-type: none"> <li>• At the "start icon" </li> <li>• In the rectangular box that says "search program and files"; type "cmd"</li> <li>• Type ipconfig/flushdns (see below)</li> </ul> <pre data-bbox="659 691 1482 847"> C:\Users\OS R&gt;ipconfig/flushdns Windows IP Configuration Successfully flushed the DNS Resolver Cache. </pre> |