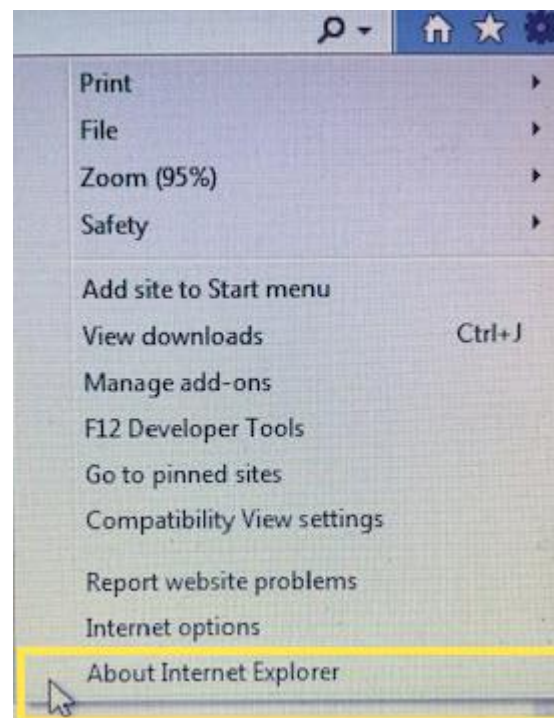


What Browser Should I use for Optimal LMS Performance?

For optimal LMS performance, organizations should use the latest versions of the following browsers:

- Microsoft Internet Explorer (see example below of how to find the I.E. version number)
- Firefox
- Chrome
- Mobile browsers



Why Can't I Complete a Course in LMS?

Some courses require that users complete the course by clicking through each page and passing the assessment. Courses will not show as completed when users only complete the assessment.

If the course is freezing or cannot move to the next page, use the following instructions to delete the temporary internet files in Microsoft Internet Explorer:

1. Click **Start > Control Panel > Network and Internet > Internet Options**.
2. Click **Safety > Delete Browsing History**.
3. Select the check box next to each category of information that you want to delete.
4. Select the **Preserve Favorites website data** check box if you do **not** want to delete the cookies and files associated with websites in your favorites list.
5. Click **Delete**.
Note: This could take a while if you have a lot of files and history.
6. When completed, log out of all browser windows and then log back in to the LMS.

Why Can't I Move Forward to the Next Page?

If it looks like you are stuck and not able to move forward to the next page, make sure to roll over and click every picture and link on the page. Many times, there are further actions required on a page in order to activate the **Next** button.