

Student Troubleshooting Guide

DOs & DON'Ts for taking the course:

<u>DO</u> have the minimum system requirements installed: Flash 7.0 or higher and Internet Explorer or Firefox. AlcoholEdu is not compatible with the AOL browser.	<u>DO NOT</u> use the "Back" button on your browser.
<u>DO</u> click the "Next" button at the end of each section to save your progress.	<u>DO NOT</u> have any other programs or applications open or running (such as Instant Messenger or music file sharing – Kazaa, Audiogalaxy, etc).
<u>DO</u> click through 4 screens at each log in: 1. Welcome screen 2. Media settings screen 3. Course Information screen 4. Choose your guide screen	<u>DO NOT</u> play music or run video clips on your computer (CDs, MP3s, MySpace, other Web sites, etc.).
<u>DO</u> DISABLE all pop-up blockers and uninstall any toolbars. These can cause problems with the media files and cause them to loop over and over.	<u>DO NOT</u> have other browser windows open.

If you experience difficulty:

1. Reboot your computer.
2. Choose "Audio Only" on the AlcoholEdu Media Settings Page.
3. Try another browser. We support Internet Explorer and Firefox.
4. If using wireless, connect directly to the Internet for a faster connection.
5. Try another computer.
6. Try a different internet connection (i.e. school lab or library, your home or home of friend/relative). If using dial-up, find a faster connection (i.e. DSL or Broadband).
7. Try a different time of day (during non-peak hours, i.e. morning).

DOs & DON'Ts for the Exam:

<u>DO</u> take the Exam in one sitting – if you log out during the Exam, the course will assume you are complete and assign a grade.	<u>DO NOT</u> have other applications or browsers open with course review information.
<u>DO</u> use the "Previous" and "Next" buttons on the Exam screen.	<u>DO NOT</u> use the browser's "Back" button when taking the Exam.
<u>DO</u> contact the Student Online Technical Support Center if you experience a problem with the Exam.	<u>DO NOT</u> have two browser windows open with course information in it at the same time. This may cause errors with your Exam score.