



Web Browser Troubleshooting Tips

PURPOSE

Pegasus uses a Learning Management System to run online courses. These courses can be completed on a variety of browsers and devices (desktop, tablet, mobile, laptop). This guide contains web browser troubleshooting tips.

Please note that not all courses supplied to Pegasus may display correctly on mobile devices, and completing the course on a desktop computer is preferred.

BROWSER TROUBLESHOOTING

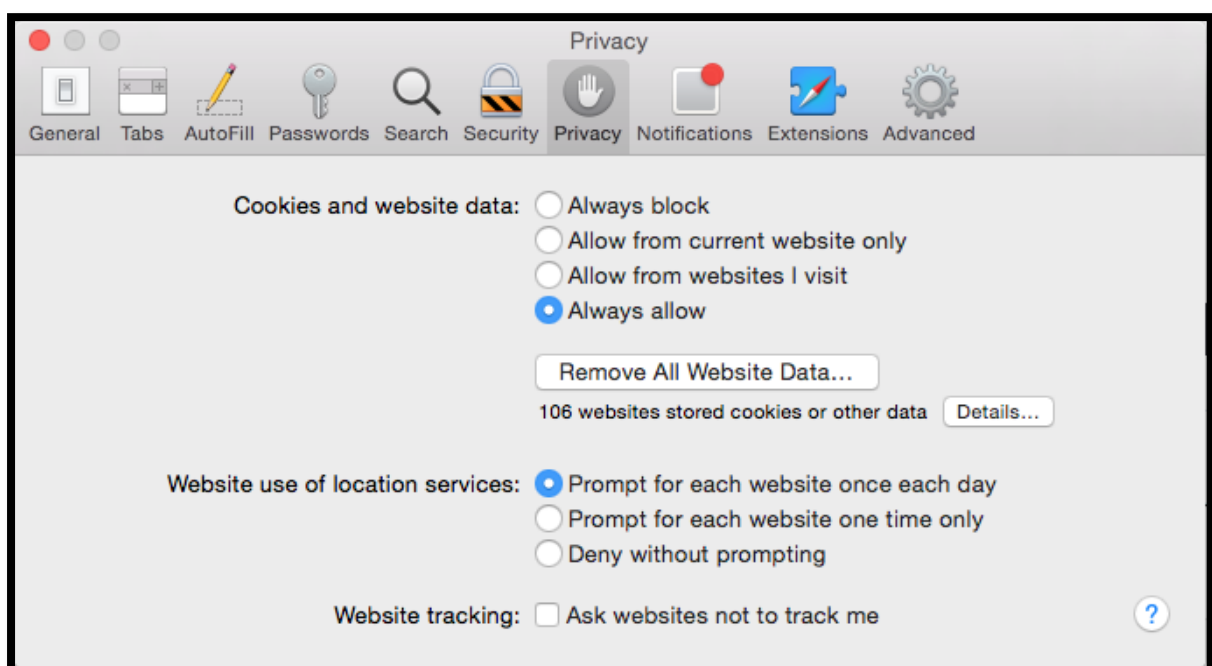
Please try the solutions below if you're having trouble launching or interacting with a course, or if the videos in the course won't load.

ENABLE THIRD PARTY COOKIES

The message **Content Authorisation Failed** is usually caused by cookie settings in your browser. Find your browser below and follow the steps, then refresh the page and re-launch the course. On course completion, you may wish to undo the changes to your settings.

SAFARI

1. Go to *Safari Preferences* (⌘,))
2. On the *Privacy* tab, set cookies and website data to *Always allow*
3. Return to the course page and refresh



If you still can't complete the course, try exiting your browser, ensuring it has been completely closed, and then reopen it to launch the course.


INTERNET EXPLORER

1. Go to *Tools > Internet Options* (try pressing *alt* then *t* then *o*), or click the cog icon




2. Click the *Privacy* tab
3. Click the *Advanced* button
4. Click the checkbox for *Override automatic cookie handling*
5. Make sure *First & Third-party cookies* are set to *Accept*
6. Click *OK*
7. Click *OK*
8. Refresh the page to relaunch the course

GOOGLE CHROME

1. Click the menu icon at the top-right of the window 
2. Click *Settings*
3. Click *Show Advanced Settings* (at the bottom of the page)
4. Under *Privacy* click *Content Settings*
5. Ensure *Block third-party cookies and site data* is not checked
6. Click *Done*
7. Refresh the page to relaunch the course

FIREFOX

1. Click the menu icon at the top-right of the window 
2. Click *Options*
3. Under the *History* section, select *Use custom settings for history* in the dropdown menu
4. Make sure *Accept third-party cookies* is set to *Always*
5. Click *OK*
6. Refresh the page to relaunch the course

Missing Key-Pair-ID Query error messages can appear if other browser settings are not configured. Review the two options below to resolve this error.

Allow Pop-Ups

Safari

1. From the Safari menu, choose *Preferences* and click the *Security* tab.
2. Ensure the *Block pop-up* windows option is not checked. Unchecking this option will allow pop-ups.
3. If on an iPhone/iPad then open *Settings*
4. Scroll to and open *Safari*
5. Under General Section, uncheck *Block Pop-ups*

Internet Explorer

1. Select the *Tools* button.
2. Select *Internet options*
3. On the Privacy tab, under Pop-up Blocker, select or clear the *Turn on Pop-up Blocker* check box
4. Select OK



Google Chrome

1. Open *Chrome*.
2. At the top right, click the three dots \vdots
3. Click *Settings*.
4. At the bottom of the page, click *Advanced*
5. Under "Privacy and Security," click *Content settings*
6. Click *Pop-ups and redirects*
7. At the top, turn the setting to *Allowed*

Firefox

1. Click the *Menu Button*
2. Choose *Options*
3. Select *Privacy and Security Panel*
4. Scroll to Permission section
5. Untick *Block Pop-up windows*



Clearing Internet Cache

Your computer stores part of webpages you have visited. Clearing the cache will force your web browser to re-download the page you are visiting from scratch.


Safari

1. Select *Safari* and from the drop-down select *Preferences*
2. A popup opens. Click on the tab *Advanced*.
3. Check the option *Show Develop menu in menu bar* at the bottom. Now you should see a new menu item in the main menu named *Develop*.
4. Click the menu item *Develop*, select *Empty Caches* from the submenu items.

Internet Explorer

1. Select the *Tools* button.
2. Select *Internet options*.
3. Click on the *General* tab and then the *Delete* button.
4. Check *Temporary Internet Files* and then click *Delete*

Chrome

1. Open *Chrome*.
2. At the top right, click the three dots 
3. Select the option *More Tools* and Click *Clear Browsing Data*
4. Select required time range
5. Tick *Cached Image and Files* option
6. Click *Clear Browsing Data*

Firefox

1. Click the *Menu Button*
2. Choose *Options*
3. Click *Privacy and Security*
4. Under *Cookies and Site Data* click *Clear Data*
5. Click *Cached Web Content* and press *Clear*

Additional Tips

Black screen in Chrome? Try these steps:

1. Go to *Settings*
2. Show *advanced settings*
3. *Privacy > Content Settings*
4. Flash – select *Allow sites to run Flash*
5. Clear your cache and cookies (CTRL+F5 on Windows, CMD+R on Mac)
6. Try a different web browser or computer

Flash Player Check

Check that your Flash player is up to date: <https://helpx.adobe.com/flash-player.html>

Website blocking

You may need to ensure cloud.scorm.com is on the “approved sites” list with your IT department.

You can also try using a different browser, such as Firefox or Chrome.

If your course still won't load, please call Pegasus on 1300 131 194 or email support@onsitetrackeasy.com.au for help.