



Pegasus Workforce Management Learning Management System Troubleshooting Guide



Overview

The Pegasus Workforce utilises a Learning Management System to run online courses.

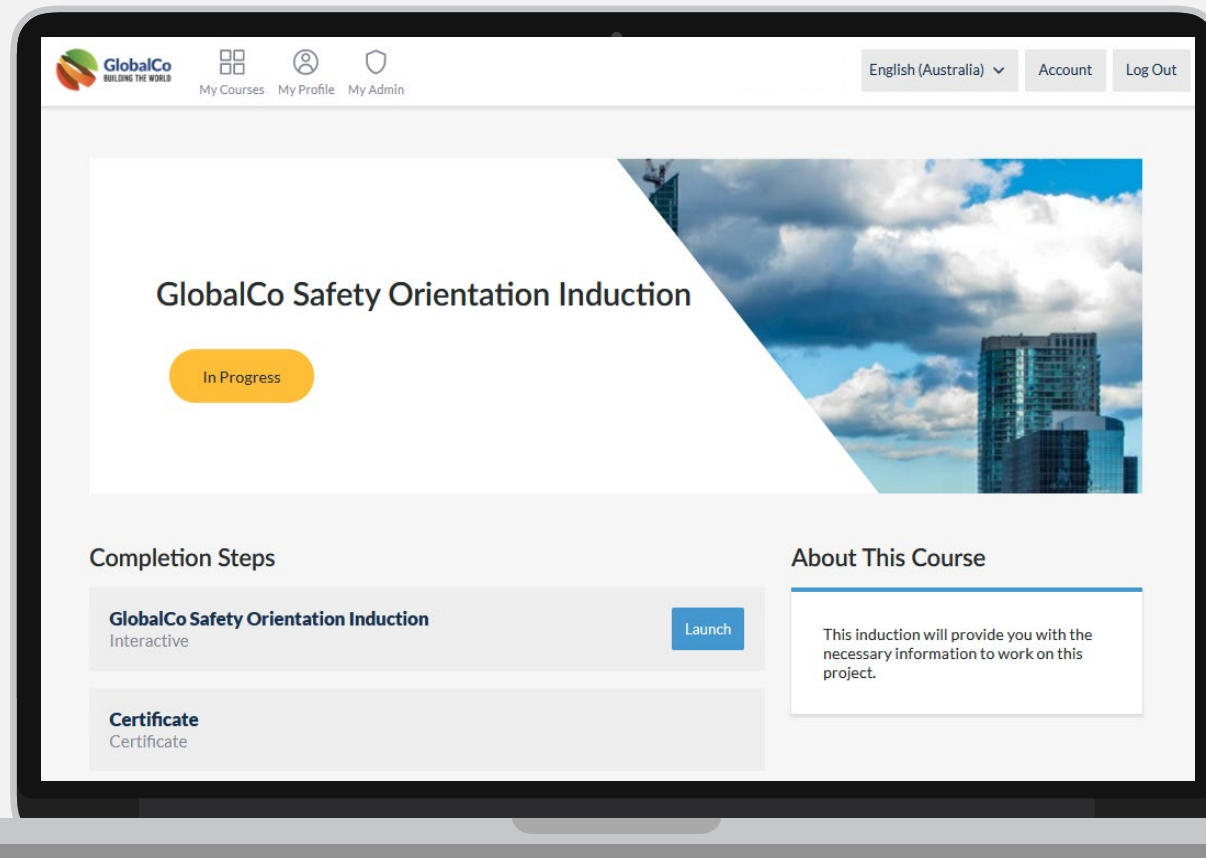
These courses can be completed on a variety of browsers and devices (Desktop PC/Laptops, Mobiles and Tablets). This guide contains web browser troubleshooting tips.

Please note that not all courses supplied on the Pegasus Workforce Management system will display correctly on mobile devices. We are working to make all courses mobile phone friendly.

However, if a course does not display correctly, try completing the course(s) on a desktop computer.

This guide will show the settings required for each browser. It will also highlight the required settings for certain issues that might appear. This guide assumes you have knowledge of browser settings and are comfortable in changing these. If in doubt consult with your IT Support to discuss the requirements shown within this guide.

This guide references browser settings current as of May 2023. Settings may change at browser manufactures' own discretion.

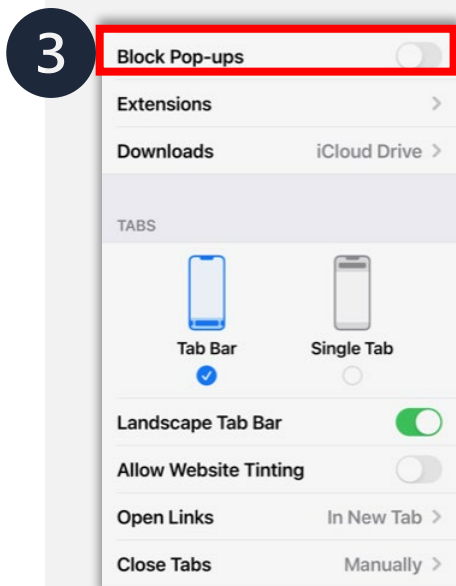




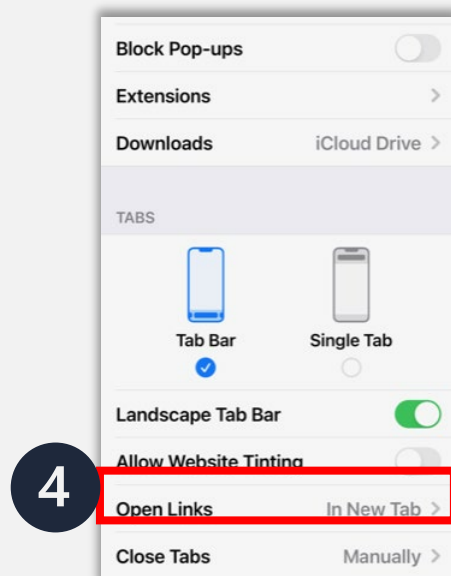
Safari Browser - iPhone/iPad

The following settings are for an iPhone/iPad using Safari Browser

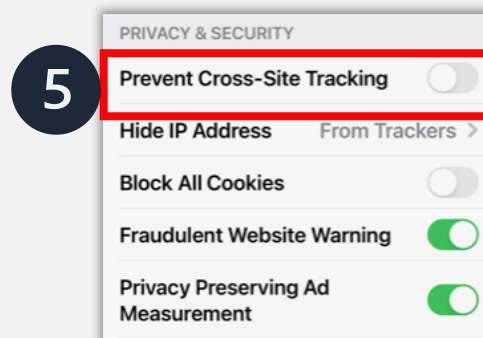
1. Open Settings on the Device
2. Scroll down until you see Safari and tap on it
3. Ensure you have set these settings:



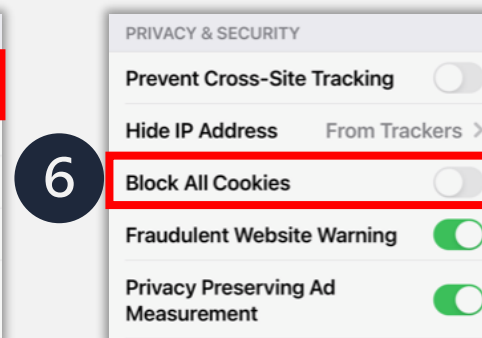
Turn off –
Block Pop-ups



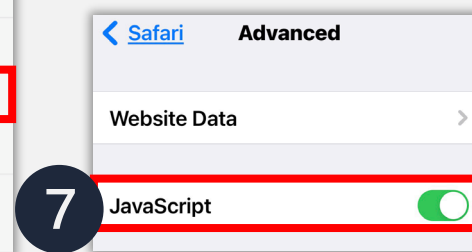
Set Open Links –
In New tab



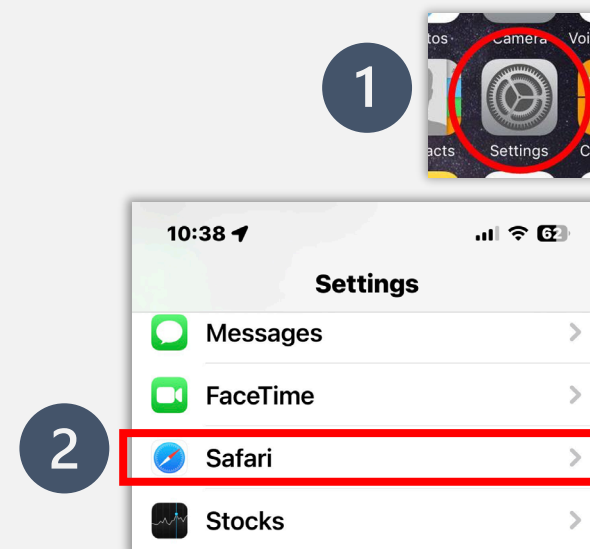
Turn Off –
Prevent Cross-Site Tracking



Turn Off –
Block All Cookies



Under Advanced –
Enable Javascript

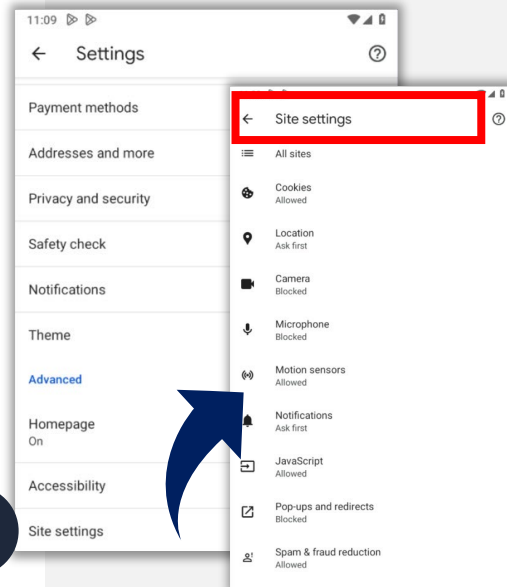
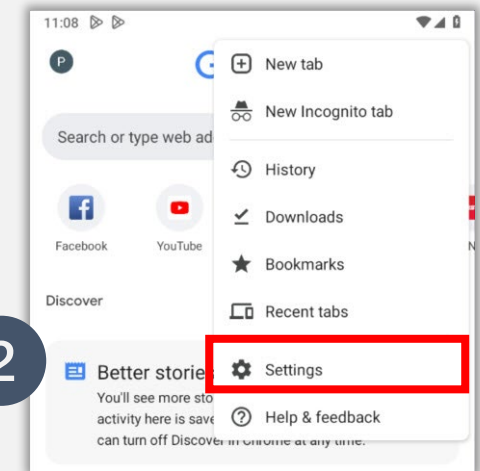
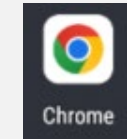




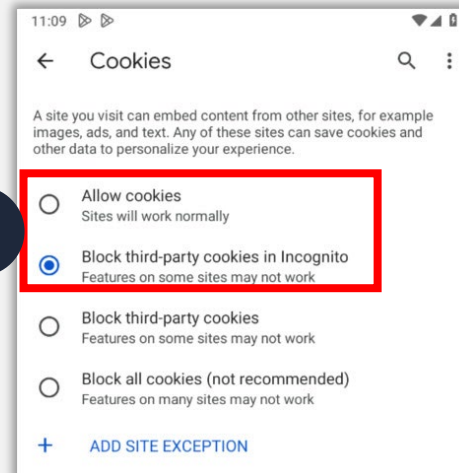
Chrome Browser - Android

The following settings are for Google Chrome Browser on a Mobile Device

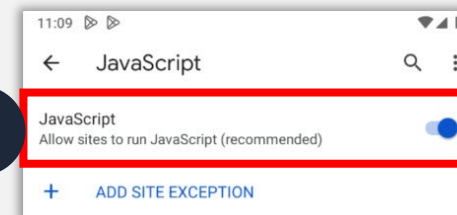
1. Open Chrome Browser on the device and select the More Settings icon
2. Scroll down and select Settings
3. Ensure you have set these settings (4-6):



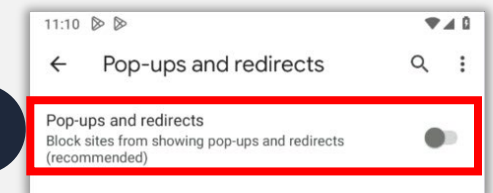
Site Settings
Page



Set Cookies to Allow, or blocked by
Third Party in Incognito only



Set JavaScript to
Enabled



Set Pop-ups and redirects to
Disabled



Browser Settings – Content Authorisation Failed

One common message is **Content Authorization Failed**. This is usually caused by Third Party Cookie settings. To resolve, use the following steps for your browser of choice, then refresh the page and then re-launch your course. This should allow you to complete the course. You can upon completion of the course, undo your changes to your browser settings, be mindful should you need to complete more courses, you might have to repeat these steps.

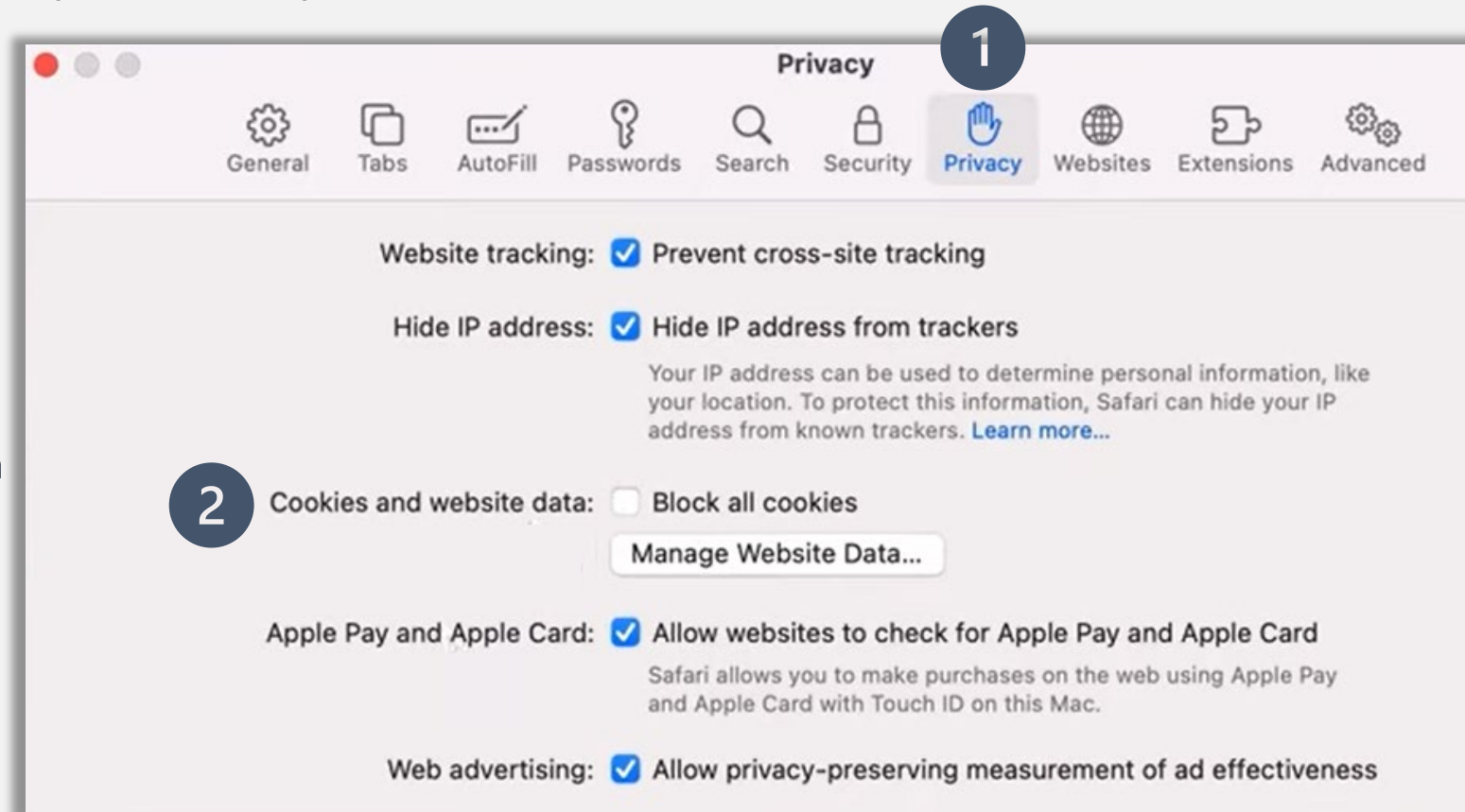


Safari on Apple Mac

Open Safari Preferences ⌘

1. On the **Privacy tab**,
2. Check and set Cookies and website data to **unticked**
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.

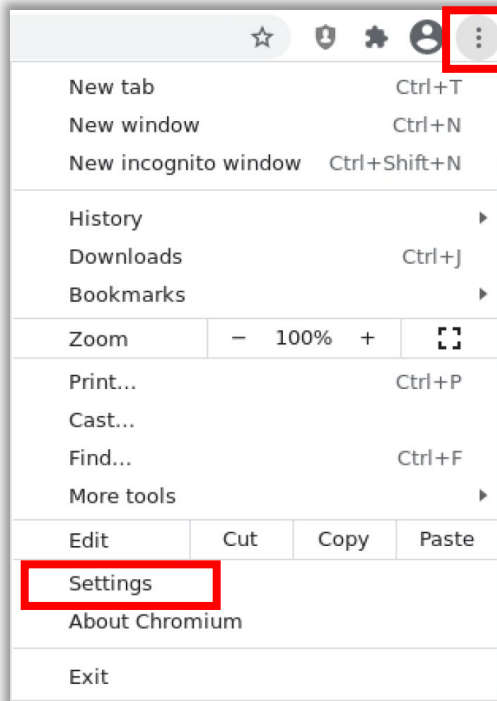




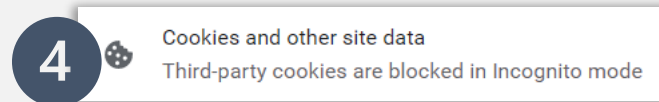
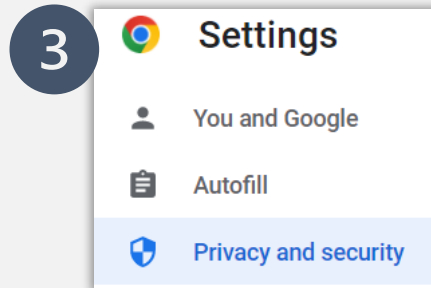
Browser Settings – Content Authorisation Failed

Google Chrome

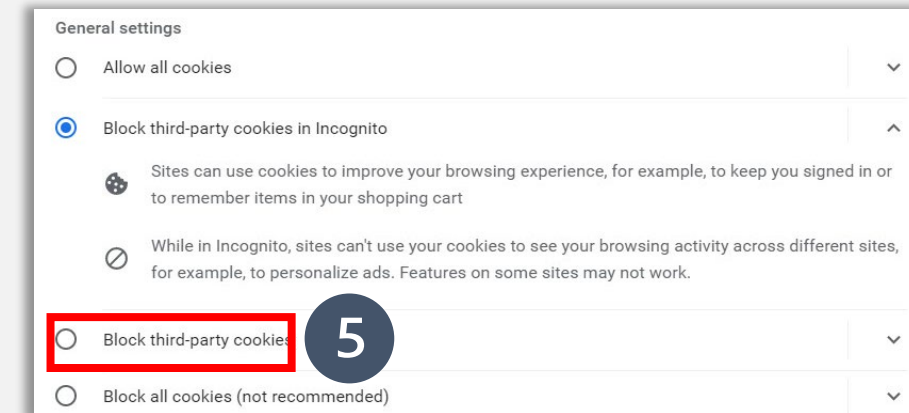
Follow these steps for the best experience with Google Chrome.



1. Open Menu
2. Click Settings



3. Select Privacy and Security
4. Click Cookies and other site data



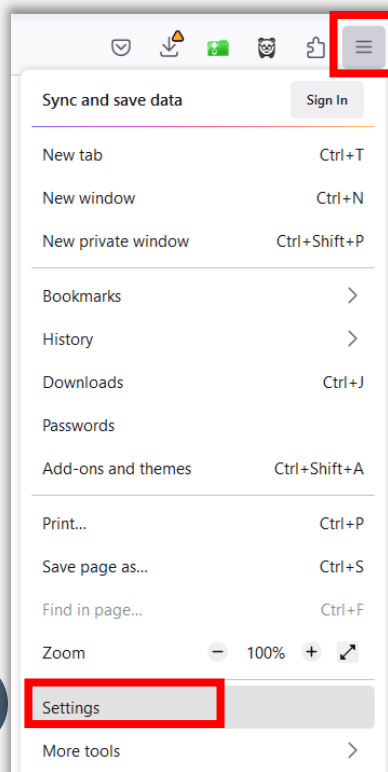
5. Ensure Block Third-Party cookies is **NOT** enabled. No issue with having incognito browser cookies blocked.
Refresh browser to re-launch the course.



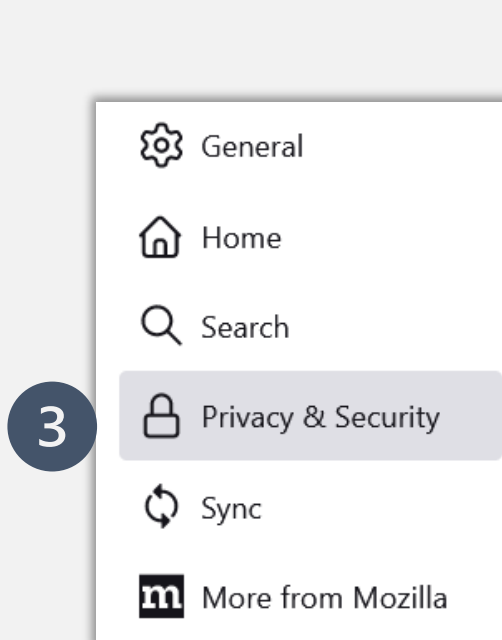
Browser Settings – Content Authorisation Failed

Mozilla Firefox

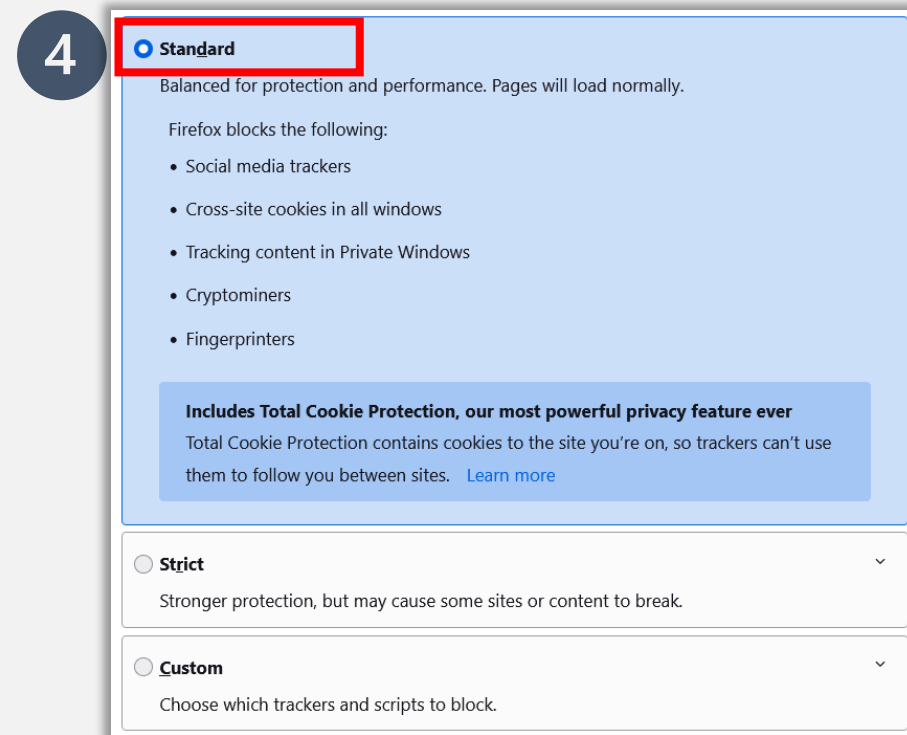
Follow these steps for the best experience with Firefox.



1. Open Menu
2. Click Settings



3. Select Privacy and Security



4. Ensure Standard is selected. This will use the most compatible browser setting. Refresh browser to re-launch the course.



Browser Settings – Missing Key-Pair-ID Query Error

Another common message is **Missing Key-Pair-ID Query**. This is usually caused by Pop Up Blocker settings. We covered some of these settings earlier. Let us confirm for each browser just in case they have been disabled.



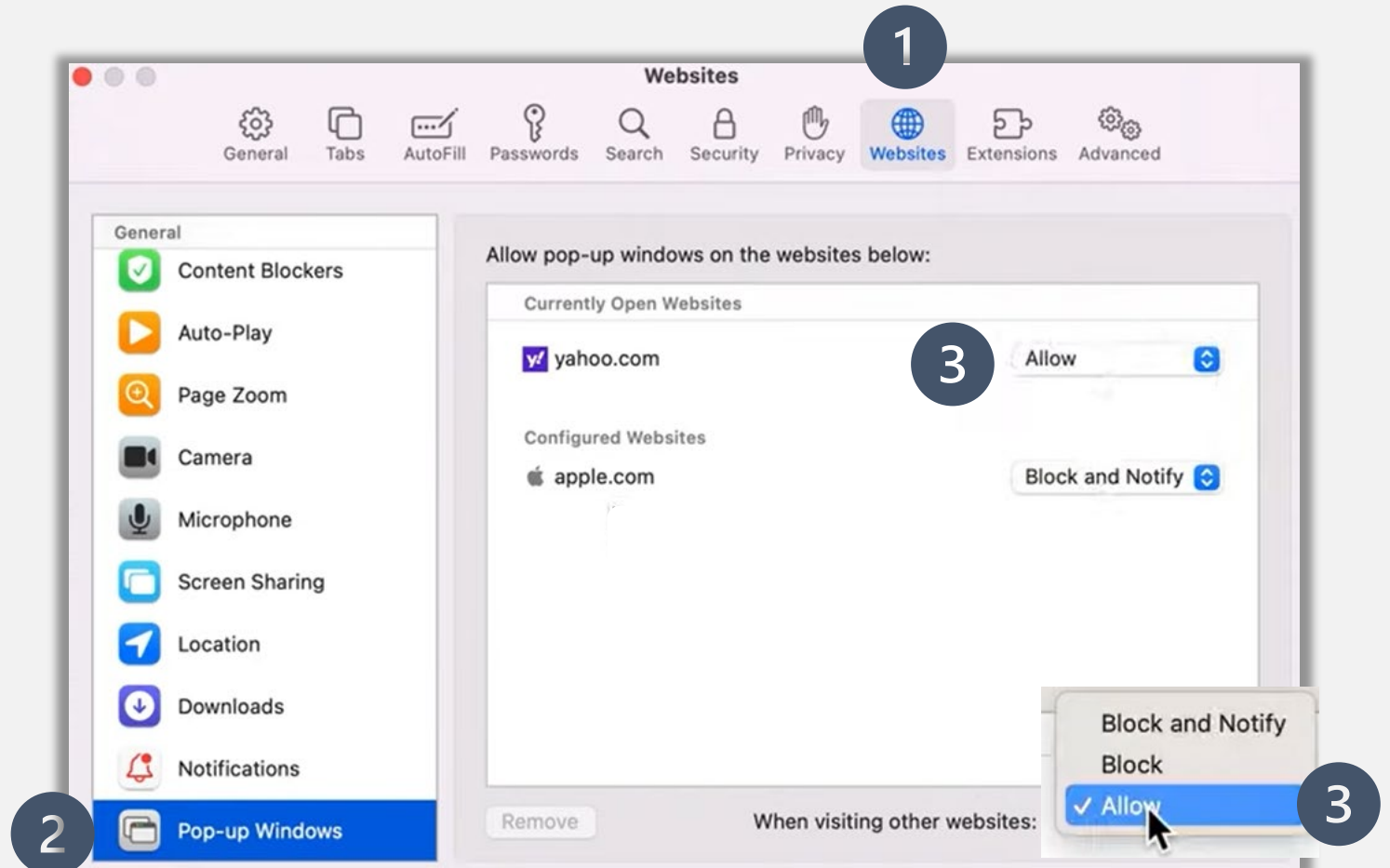
Safari on Apple Mac

Open Safari Preferences 

1. Open the **Websites tab**
2. Click on **Pop-up Windows**
3. Review settings for When visiting other websites and change to Allow.

Alternatively, you can choose to manually allow pop-ups on certain websites.

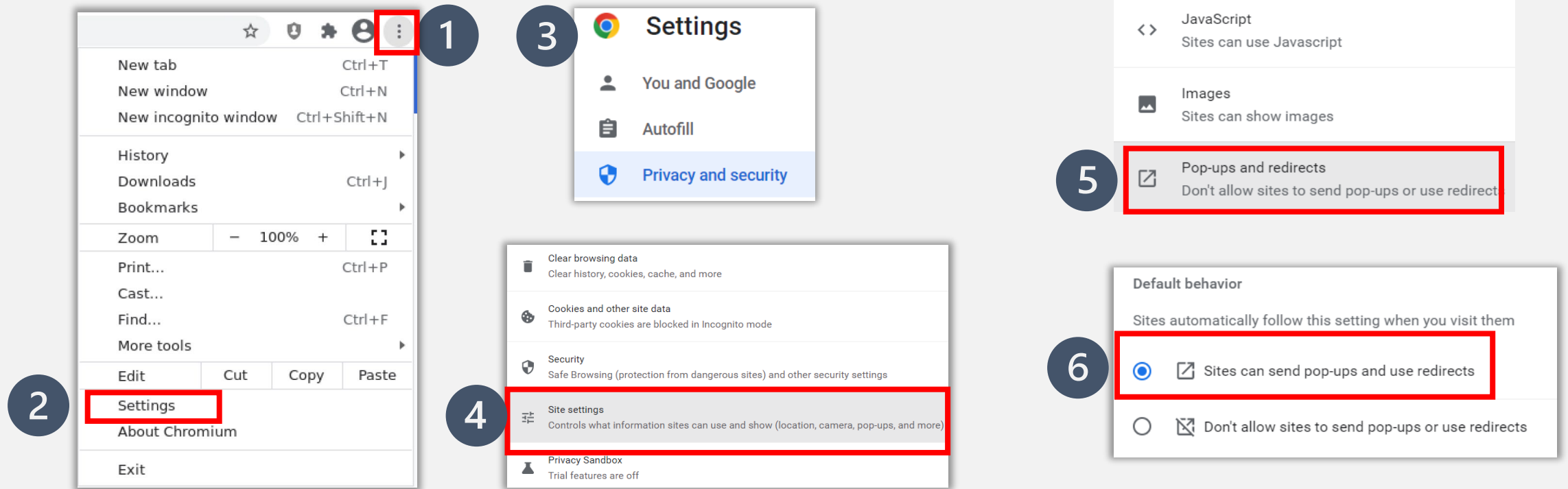
If you still can't complete the course, try exiting your browser, ensuring it has been completely closed, and then reopen it to launch the course.





Google Chrome

Follow these steps for the best experience with Google Chrome. Once changes are made, 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.

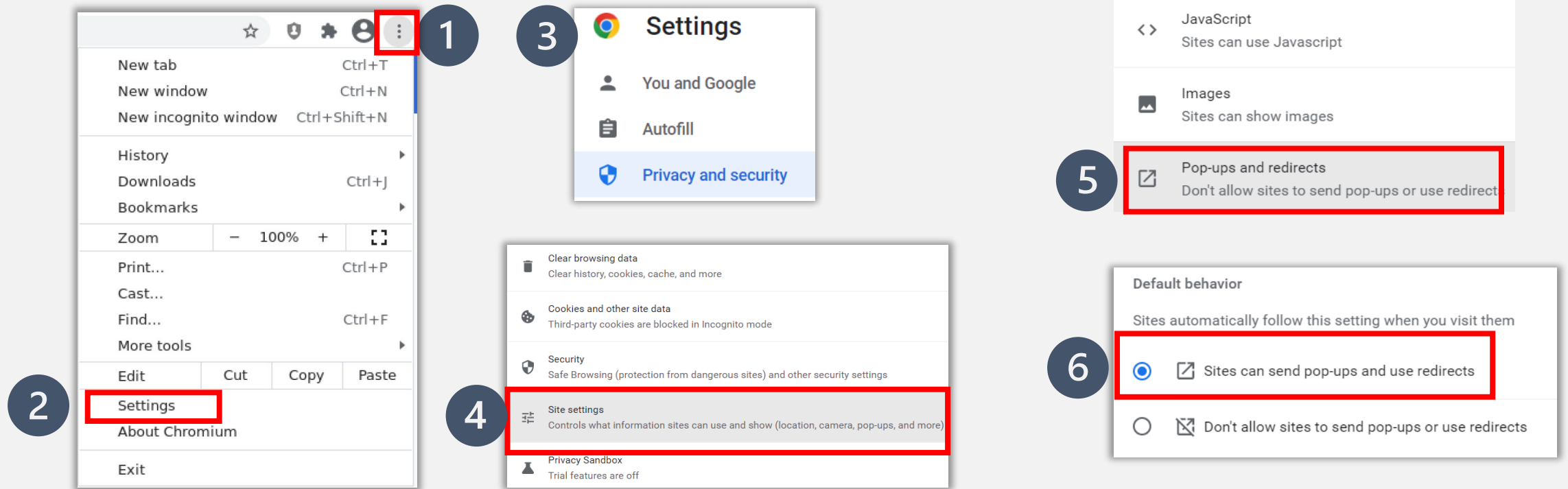


5. Select Pop-ups and redirects
6. Enable Sites can send pop-ups and use redirects



Google Chrome

Follow these steps for the best experience with Google Chrome. Once changes are made, 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.



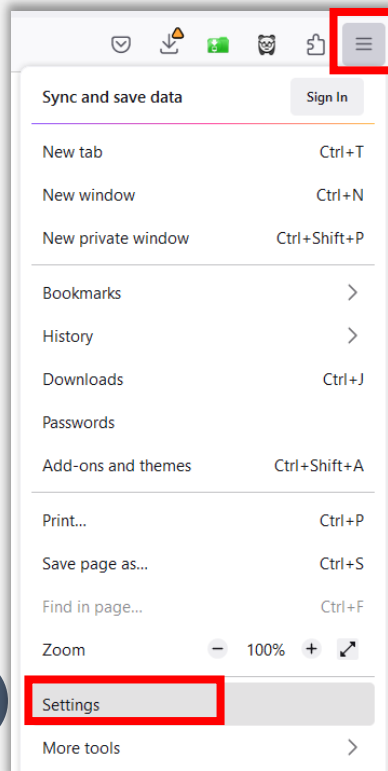
5. Select Pop-ups and redirects
6. Enable Sites can send pop-ups and use redirects



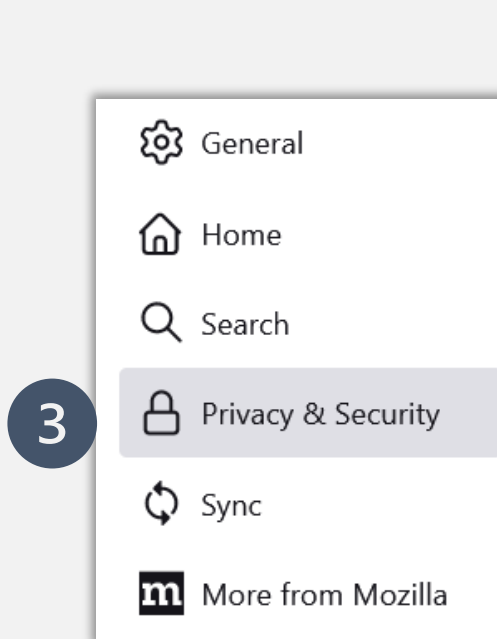
Browser Settings – Missing Key-Pair-ID Query Error

Mozilla Firefox

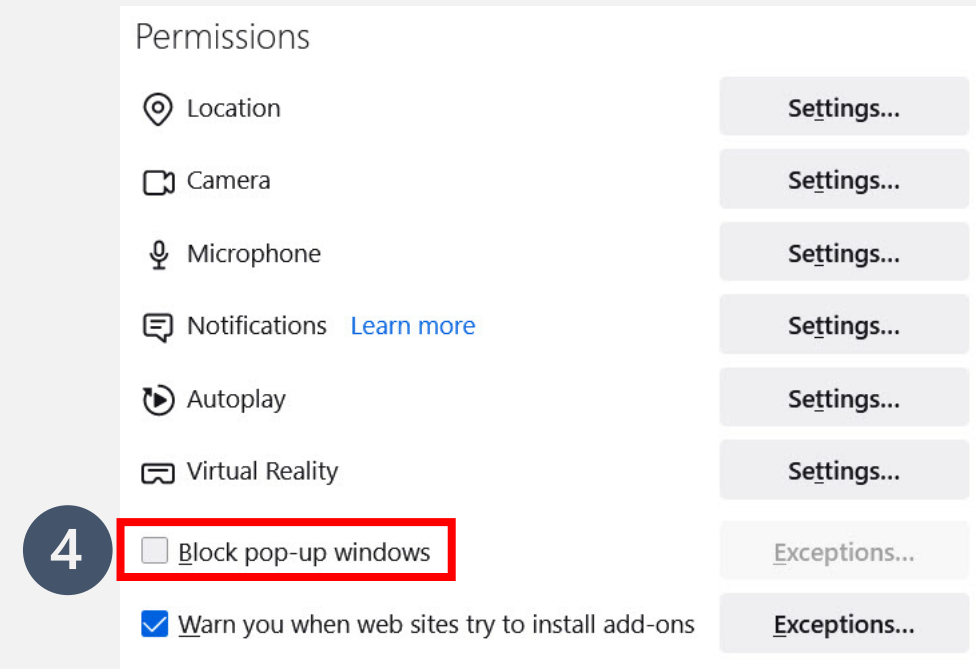
Follow these steps for the best experience with Firefox after disabling pop-up blockers.



1. Open Menu
2. Click Settings



3. Select Privacy and Security



4. Scroll to Permissions section. Ensure Block pop-up windows is disabled.



Browser Settings – Clear Internet Cache

Clearing your Internet Cache is another option to clean up browser settings and resolve any internet issues you might be experiencing. This forces your web browser to re-download the pages you are visiting from scratch. Any issues with a page loading or displaying can be resolved using this method.

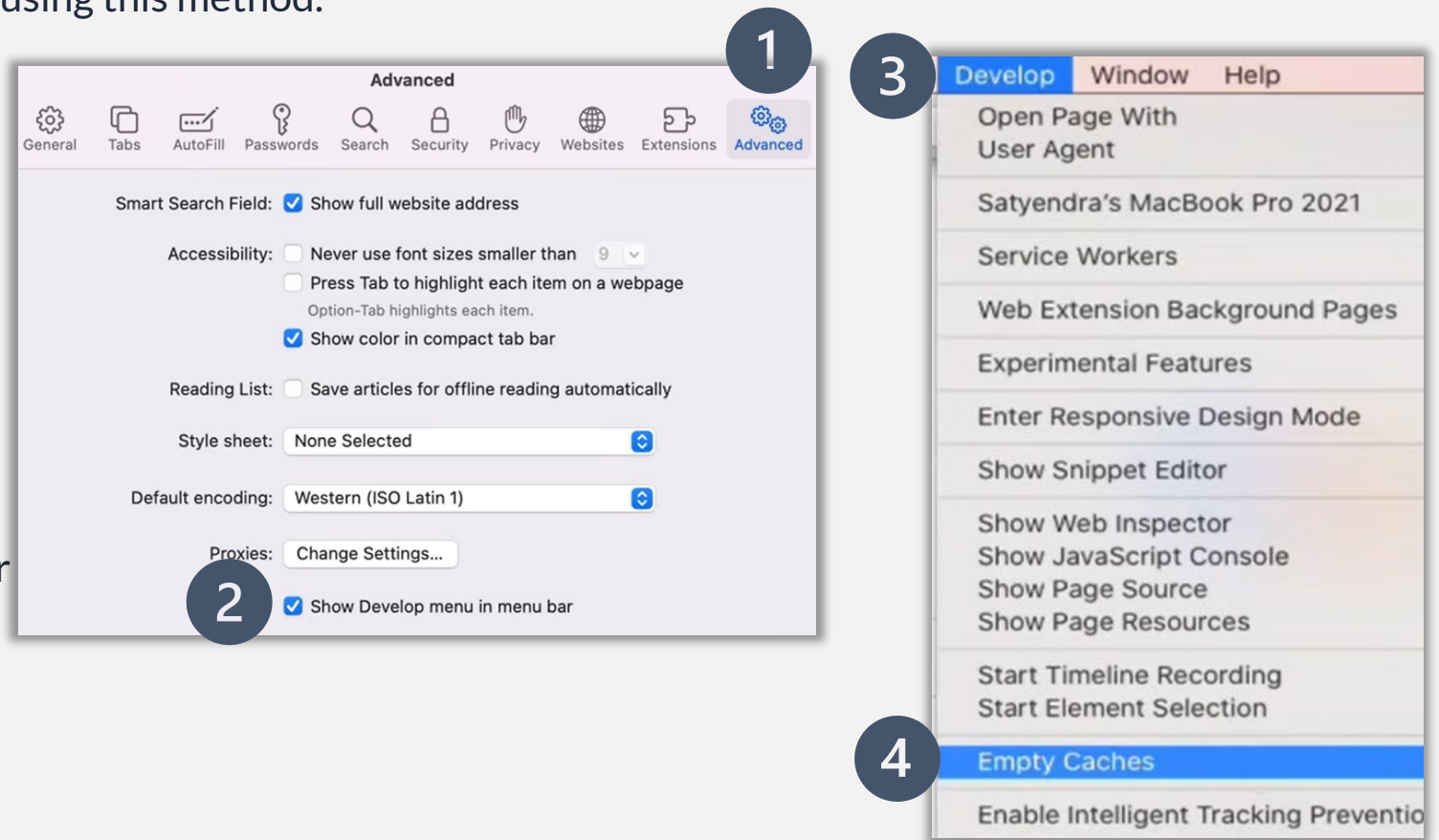


Safari on Apple Mac

Open Safari Preferences ⌘

1. Open the **Advanced tab**
2. Click on **Show Develop menu in menu bar**
3. In Safari browser, select new **Develop Tab**
4. Select **Empty Caches**. No message will appear here after clicking, but the clear cache process will be run.
5. Close browser.

We can now relaunch our training course and try once again to complete it, now our stored internet files have been cleaned out.





Browser Settings – Clear Internet Cache

Google Chrome

Follow these steps for the best experience with Google Chrome. Once changes are made, 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.

1. Open Menu

2. Click More Tools

3. Select Clear Browsing Data

4. Select Time Range

5. Ensure Cached images and files checked

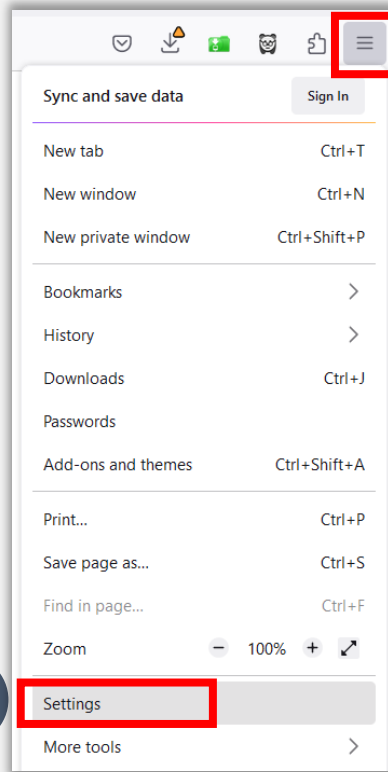
6. Press Clear Data



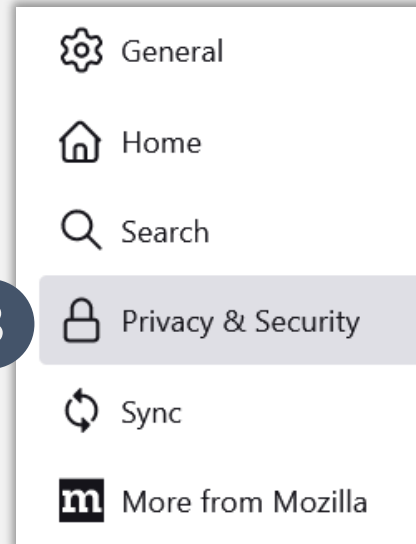
Browser Settings – Clear Internet Cache

Mozilla Firefox

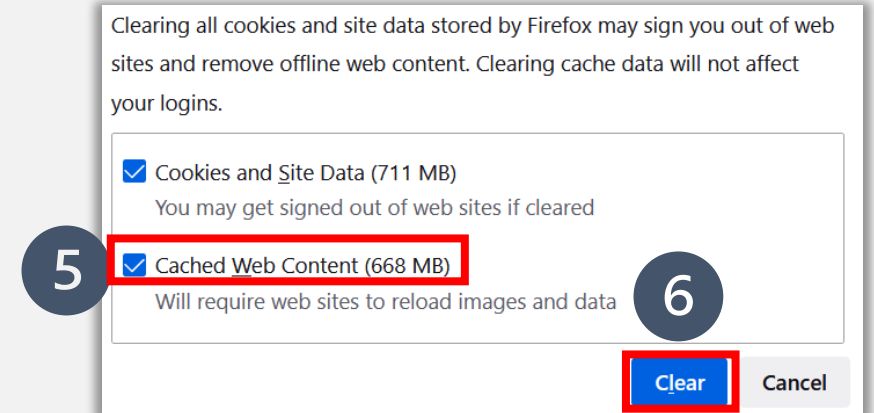
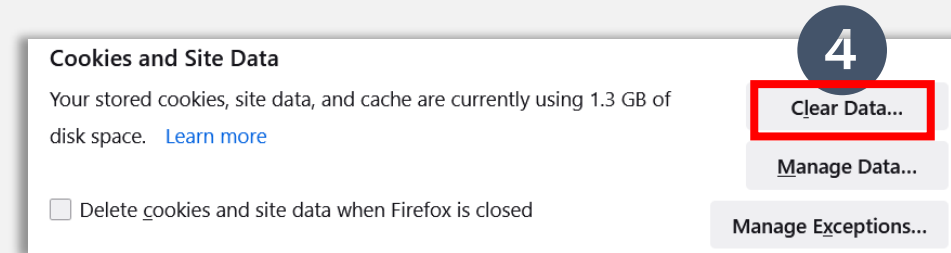
Follow these steps for the best experience with Mozilla Firefox. Once changes are made, If you still can't complete the course, try exiting your browser, ensuring it has been completely closed, and then reopen it to launch the course.



1. Open Menu
2. Click More Tools



3. Select Privacy & Security



- Scroll down to Cookies and Site Data area
4. Click Clear Data
5. Tick Cached Web Content
6. Press Clear to empty cache



Final Tips

What website are the files hosted on?

Avetta Workforce Management uses a variety of hosts to store training content, as per some specific client requirements. If your IT department blocks video/audio data, this might be causing some courses to display/run incorrectly.

Ensure this page is on the list of allowed websites:

<https://cloud.scorm.com>

Want to know more about running eLearning as a Learner?

We have 2 x accessible courses you can review that cover how to run training. One is the Avetta Platform and the other is the Legacy Pegasus platform.

[Avetta Workforce Management Learning Management System](#)

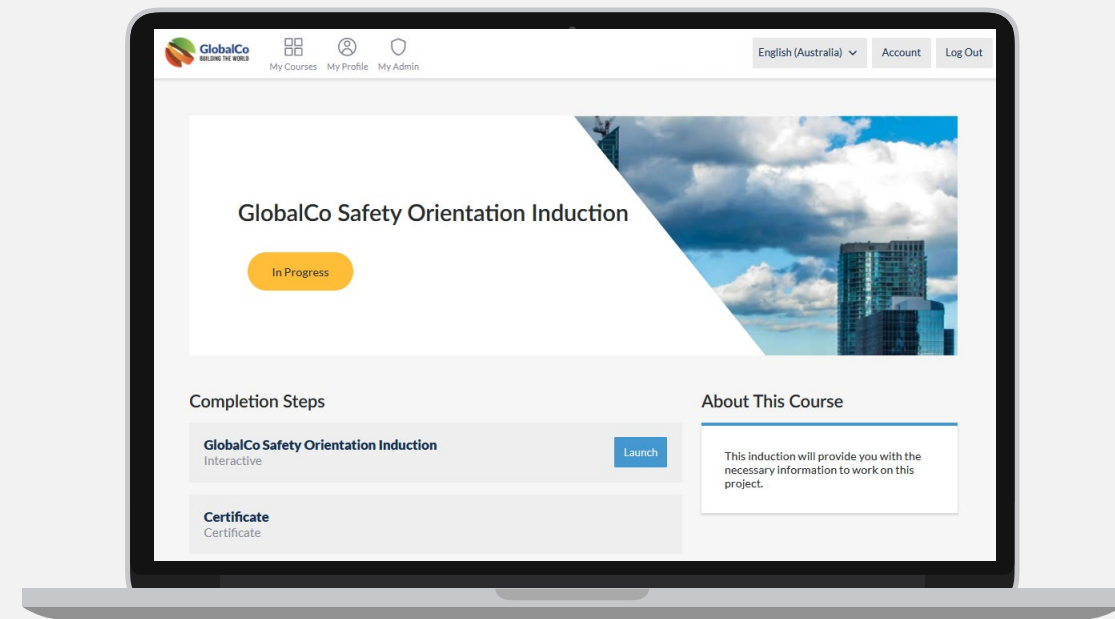
[Legacy Pegasus Learning Management System](#)

Do you still need assistance?

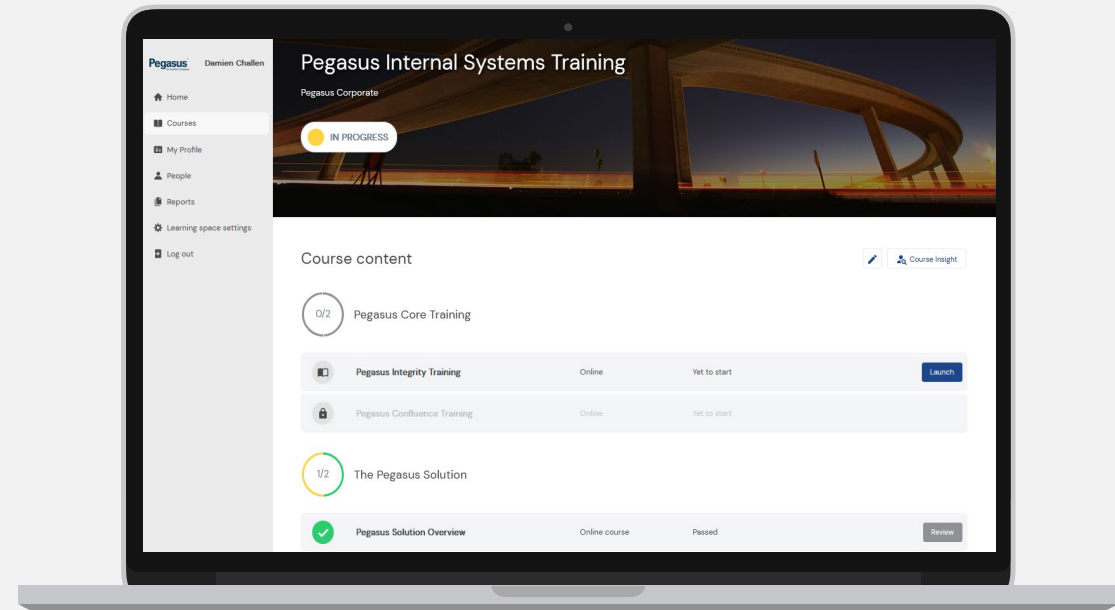
If your course will not load, please contact Avetta:

1300 441 433

info@pegasus.net.au



Avetta Workforce Management LMS



Legacy Pegasus LMS