

# TROUBLESHOOTING FOR LEARNERS

If you experience any technical issues in MyLearning, please follow the recommendations listed below before reaching out to the support team.

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**If the issue persist after taking the actions listed below, please [raise a ticket](#) (if you're an ABB employee) or contact the support team via [email](#) (if you're an external user).**

## GENERAL

### 1. Open the site in a different browser

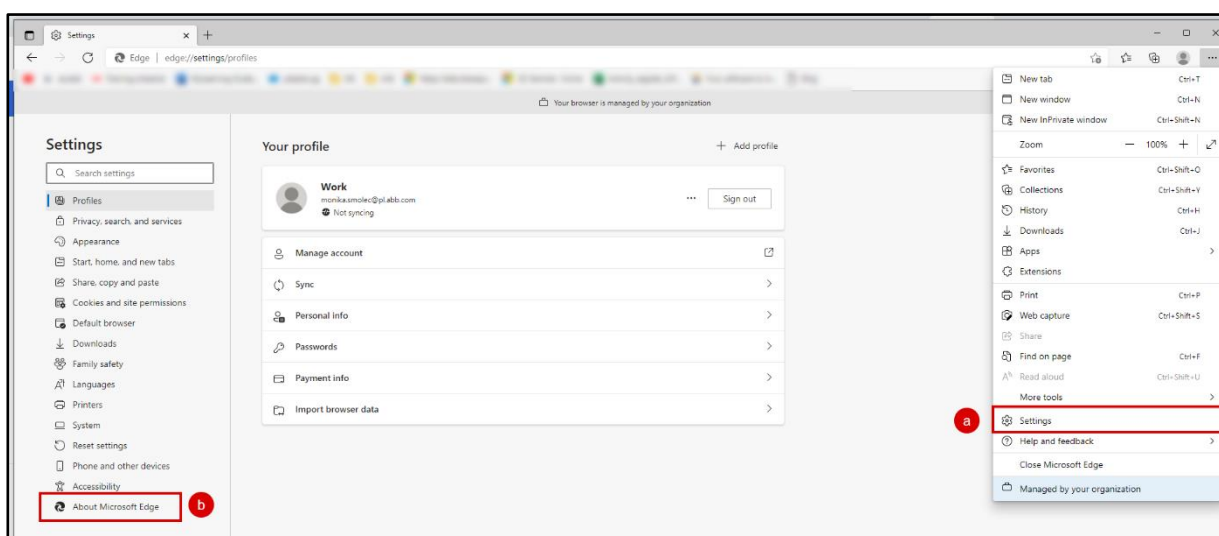
We highly recommend to use Chromium engine-based browsers for the best experience (**Google Chrome** and **Microsoft Edge**). Internet Explorer does not support all the content formats that might be attached to certain Courses and therefore not display the content in training properly. Additionally, this browser is no longer be supported by Microsoft since the beginning of 2021.

### 2. Update your browser to the newest version

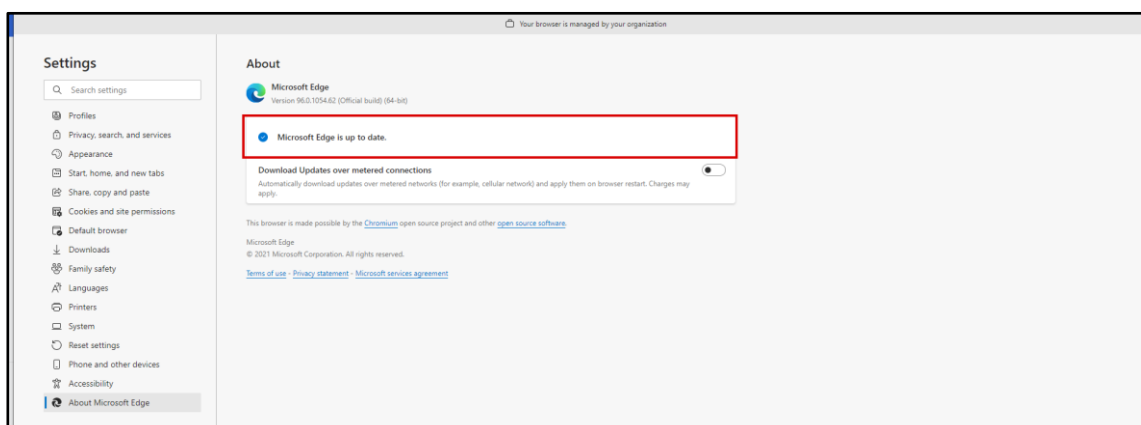
If you experience any issues, please check if your browser is up to date. Find below how to check this information and change it to the newest version.

#### Microsoft Edge

- Click on the **Settings** (a) > **About Microsoft Edge** (b).

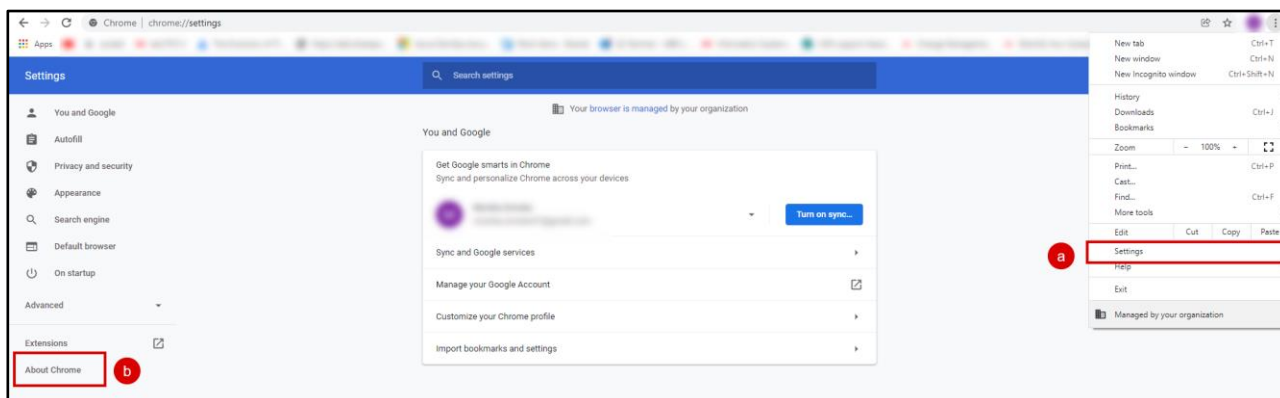


- If there is newer version possible, the update will start automatically. If you already have the newest version, the following information will appear:

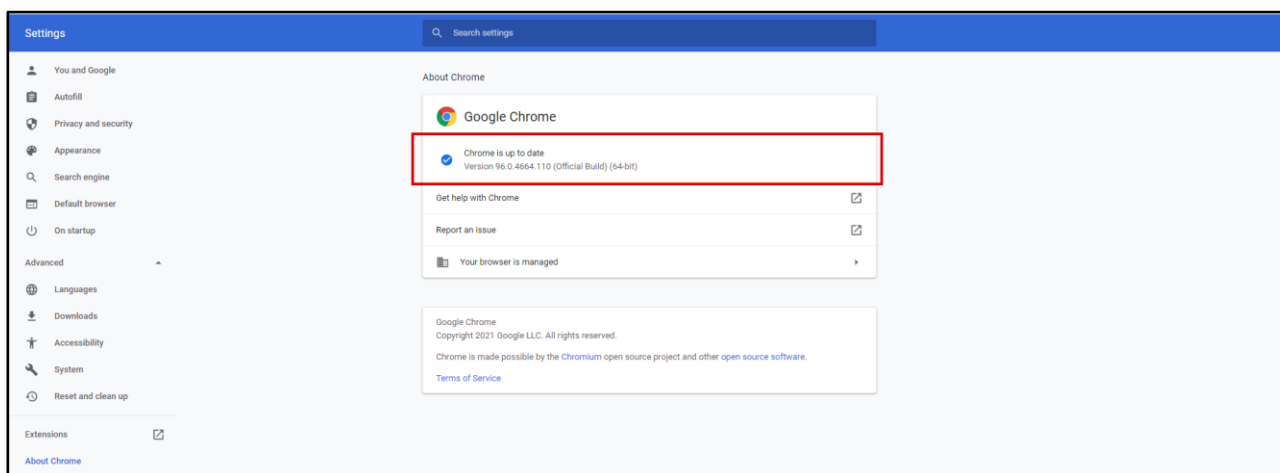


## Google Chrome

- Click on the **Settings** (a) > **About Chrome** (b).



- If there is newer version possible, the update will start automatically. If you already have the newest version, the following information will appear:

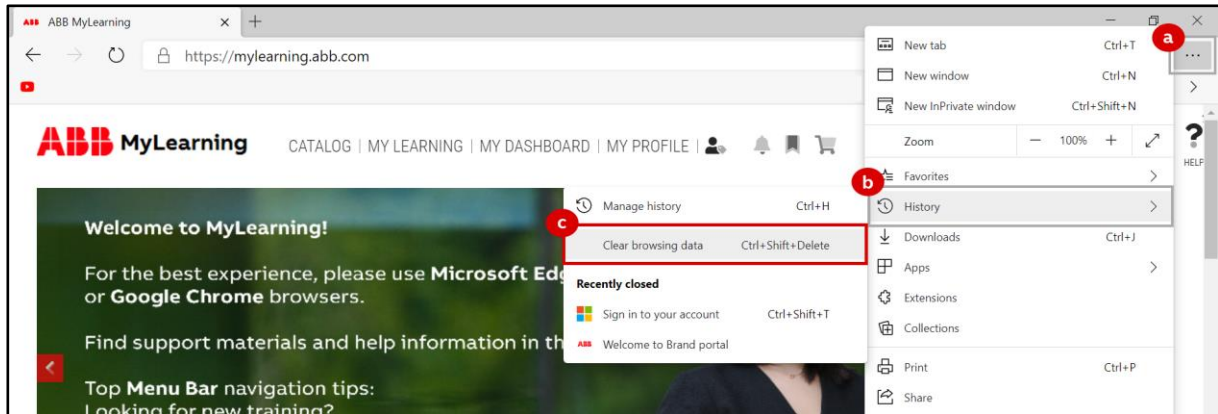


## 3. Clear cookies and cache files

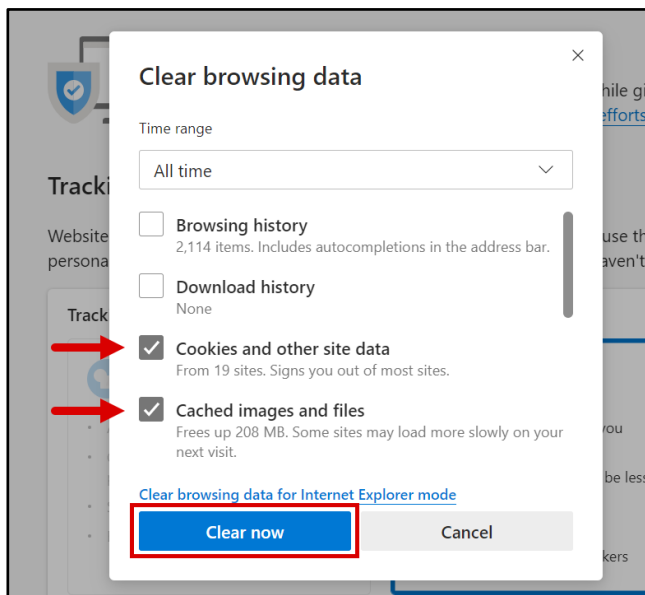
If the training material is not displaying properly in the Content Player or the progress of your training has not been saved, we recommend clearing browser cookies and cache files **and opening the training on a new page**. Find out how to clear Cookies and Cache files in Microsoft Edge and Google Chrome below:

### Microsoft Edge

- Close the browser window with MyLearning.** Click on the **Settings** button (a) > **History** (b) > **Clear Browsing Data** (c).



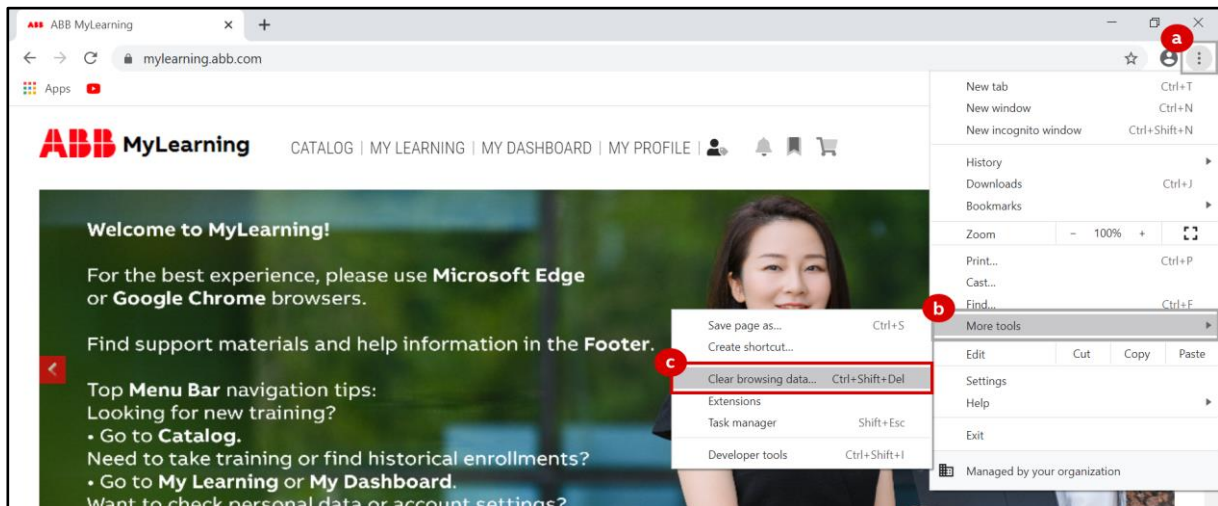
2. In the pop-up window, tick **Cookies and other site data** and **Cached images and files**. Next, click **Clear now**.



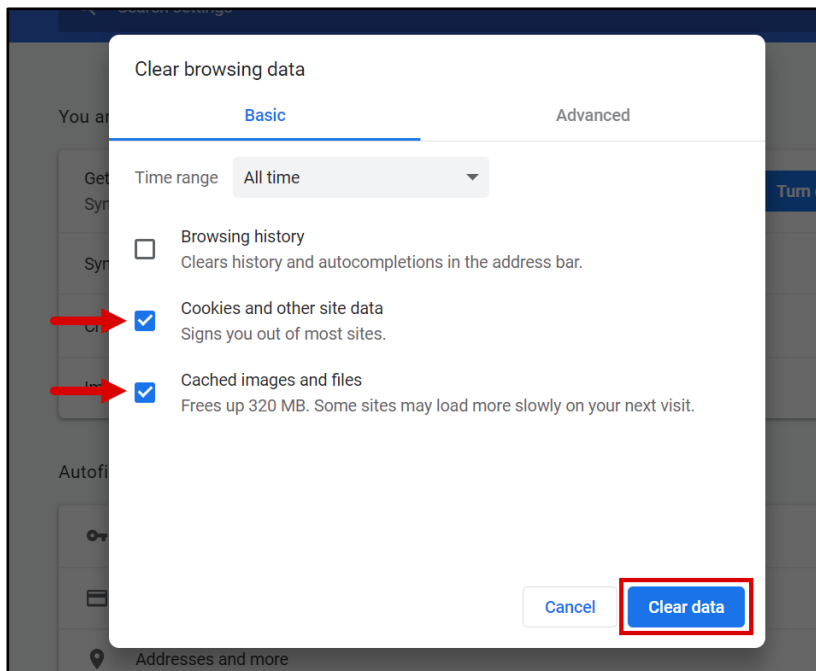
3. Open MyLearning in a new window.

## Google Chrome

1. **Close the browser window with MyLearning.** Click on the **Settings** button (a) > **More Tools** (b) > **Clear Browsing Data** (c).



2. In the pop-up window, tick **Cookies and other site data** and **Cached images and files**. Next, click **Clear data**.



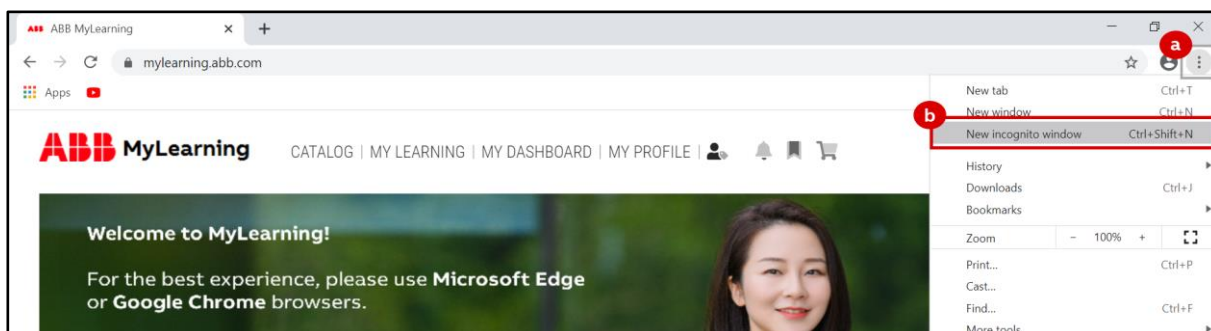
4. Open MyLearning in a new window.

## 5. Open the site in a InPrivate/Incognito window

To avoid clearing cookies and cache files history from your browser you can open the training in a **private window**. Find out how to do that in Microsoft Edge and Google Chrome below:

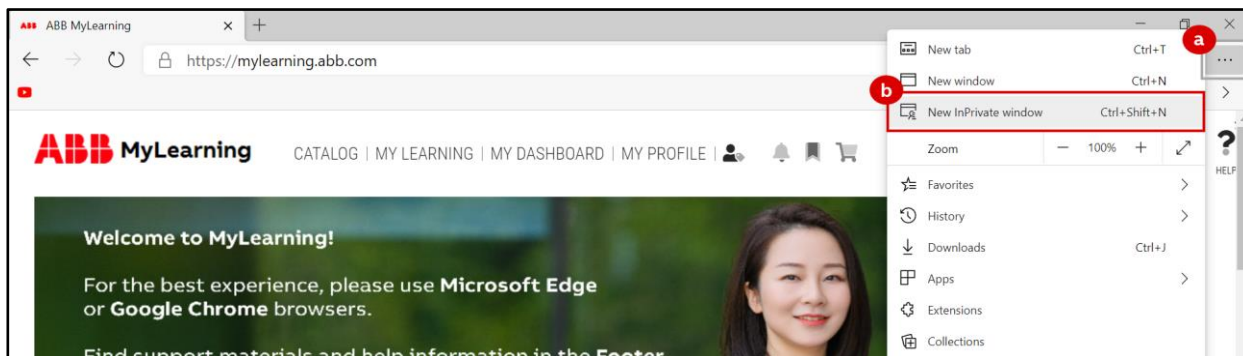
### Microsoft Edge

1. Click on the **Settings button (a)** > **New incognito window (b)**.



### Google Chrome

2. Click on the **Settings button (a)** > **New InPrivate window (b)**.



## CONTENT-BASED TRAINING RELATED

### 6. Make sure you have completed the whole training within one content

In order for the training to be marked as 'completed' in the system, it is required to finish all the necessary content in the training. Sometimes that includes e.g. taking additional steps after taking the quiz or a special button at the end that is part of the training material. Some content based trainings are also recommended to be **completed in one sitting**, as certain content formats might not be able to keep track of the training progress.

## 7. Make sure you've clicked 'Done' when leaving the Content Player

To save your progress, click **Done** on the bottom of the Content Player, instead of the cross icon. Refreshing the page, or closing the browser window might also result in loss of progress.



## 8. Make sure you have completed every mandatory content and Assessment

Sometimes Web-based and Video Classes can consist of **multiple parts of content** attached to the training. To have the completed status, remember to go through all of them. If there is an Assessment (3) added, it is considered mandatory as well. **Only when you go through all content (and Assessment) related to the Class, your status will be considered Complete** (or Incomplete if you fail the test).

