

Training Partner – Online Courses Frequently Asked Questions

Here you will find answers to the most frequently asked questions with regards to our training site.

How do I take an e-learning course?

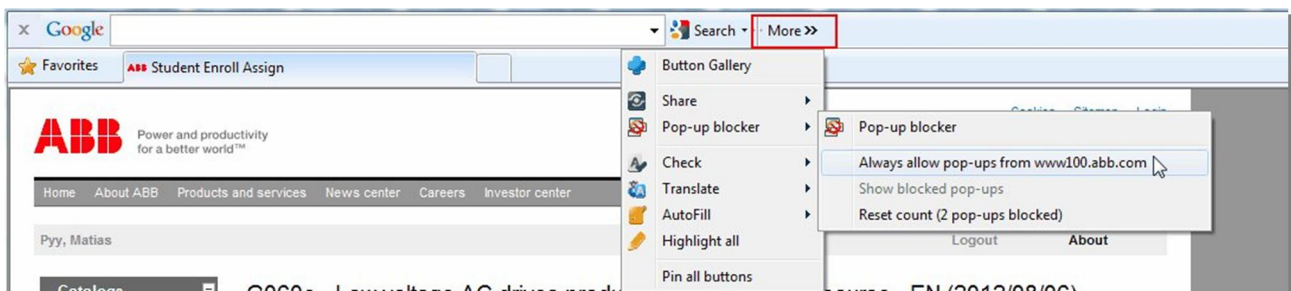
In each course, there is a list of units, which contain the course. When you click on the links, a new window will pop up and the course starts playing.

Why can't I get into my e-learning course?

If you have experienced difficulty launching our online training (e-learning modules), the most common issue is that your browser has a pop-up blocker enabled. There are many different pop-up blockers for each of the major web-browsers. These must be turned off or the courses will be blocked from launching correctly. The most common browsers and instructions are listed below:

- **Google Toolbar:** If you have Google Toolbar installed, check that it allows pop-ups in our training website (www100.abb.com).

When you are in our course website, find the "More" menu in Google Toolbar (see picture below), and select **More >> Pop-up blocker >> Always allow pop-ups from www 100.abb.com:**



- **Internet Explorer:** For instructions how to disable the popup blocker in Internet Explorer, click the following link: <http://windows.microsoft.com/en-us/internet-explorer/ie-security-privacy-settings>

On the page, click the section "**Pop-up Blocker**" and follow the steps in the section "**Turn Pop-up Blocker on or off**".

The page has instructions for various versions of Internet Explorer. You can change the version from the menu on the top right.

Unless otherwise specified, only Microsoft Windows operating system and Internet Explorer are currently supported. Other browsers may also work (but are not supported). For instructions on how to turn off pop-up blockers on other browsers, more information can be found by clicking the following links:

- Google Chrome: <http://support.google.com/chrome/answer/95472>
- Firefox: <http://mzl.la/MyNqBe>