Troubleshooting Guide

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TECHNICAL REQUIREMENTS

Online Compliance Course System (SLATE):

- Windows Operating System, Windows 7, 8
- Internet Explorer Browser, Versions 9.0, 10.0, 11.0
- Macintosh Operating System, OS X 10.9 – OS X 10.10
- Firefox Browser, Newest General Release
- Chrome, Current version

Required Browser Plug-ins:

- All browsers must have session cookies and be SSL enabled.
- Flash-enabled Training Courses require the most recent version of Adobe Flash Player.
- Minimum recommended screen size: 1024x768.

iPad Compatible Courses:

- Preventing Discrimination and Sexual Violence: Title IX, VAWA and Clery Act for Faculty and Staff
- The Clery Act and Campus Security Authorities
- Student Empower Plus

Recommended Internet Connection:

- 56kbps Dial-Up for courses without audio narration or Flash animation.
- Broadband or high speed, for courses with audio, video or Flash.

Courses Requiring Latest Version of Adobe Flash:

- Unlawful Harassment Prevention Suite
- Bullying Prevention for Higher Education
- Security Awareness
- PCI Security Standards for IT and Back Office
- Diversity Benefits for Higher Education Employees
- FERPA for Higher Education

If you access any of these courses and progress on the course stops, please proceed to the next section of this document to determine if you need to upgrade your version of Adobe Flash.

NOTE: Compliance courses should be taken on a USM computer so that our Help Desk can assist you if you encounter issues completing a course.
HOW TO HANDLE POTENTIAL ISSUES

SYSTEM OUTAGE

- If a message is displayed indicating that the system is down for an upgrade or maintenance, please review the message for the date when the system will be back online.
- If you log into the system and receive an error indicating that the system is down but no message, please contact the Help Desk so that they can report the outage to our vendor.

PROBLEM LOGGING INTO THE SYSTEM

1. If you are unable to access the Online Education Compliance system by using the personalized link in your email or cannot log into the system from the main page, https://slate.workplaceanswers.com/UnivSM/, using your Campus ID and Network password, please confirm with your supervisor/advisor that you are configured in SOAR as active. The Online Compliance Education courses are enrolled based on either being a benefit eligible employee or an active student.
2. Access to the courses occurs approximately 24 hours after your status is listed as active.
   If you are made active on December 1, 2015, the system will synchronize with SOAR and enroll you as of 8:00 a.m. on December 2nd, 2015.
3. If you confirm that you are active in SOAR as of one day prior to attempting to access the course but can still not access the course, please contact the Help Desk.

FLASH ISSUES - course content will not display or forward button will not display

1. If you attempt to install Flash and find that Administrator rights are required, please try another computer or try another USM computer to see if it has the latest version of Flash installed.
2. If the USM computer needs to have the Flash version upgraded, contact the Help Desk.
   NOTE: The Help Desk can only install Flash upgrades on USM computers.

COURSE CONTENT ISSUES:

If you have any concerns or comments about the content of the courses, please email the Office of Compliance and Ethics at compliance@usm.edu.

PERSONAL COMPUTERS:

Try another personal computer if you experience issues completing a course. If you can still not complete a course, please try to complete the course on a USM computer.

CONTACTING THE HELP DESK:

Contact the Help Desk for issues involving USM Computers by one of the following methods by entering a work order at- https://apps.usm.edu/itech/workorder/ or by phone at 601-266-HELP.
DETERMINING IF YOU NEED TO UPGRADE FLASH:

1. To test Adobe Flash Player, please click the link below, or copy and paste it into your web browser:
   http://helpx.adobe.com/flash-player/kb/find-version-flash-player.html

2. Select the Check Now button. If you do not receive a message confirming that you have the latest Flash Player installed (as shown below), please follow the upgrade instructions in the next section of these instructions.

   Congratulations, your computer has the latest Flash Player installed.
   Start playing games, listening to music, and watching videos!

<table>
<thead>
<tr>
<th>YOUR SYSTEM INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Flash Version</td>
</tr>
<tr>
<td>Your browser name</td>
</tr>
<tr>
<td>Your Operating System (OS)</td>
</tr>
</tbody>
</table>

UPGRADING A USM COMPUTER TO LATEST VERSION OF FLASH:

1. Select the following link or copy and paste it into your web browser:
   http://get.adobe.com/flashplayer/

2. Before you proceed, be sure to UNCHECK any checkboxes to avoid installing additional items. We suggest you do not install extra items at this time due to potential conflicts with your existing software.

3. Click the Install Now button.
Internet Explorer requires administrator rights to run the Adobe Flash Installer. If on a USM Computer you receive the message “The user does not have sufficient privileges to install Adobe Flash,” please contact the Help Desk for assistance.

4. A box will come up asking if you want to run or save the installation file. Click Run.

5. A dialog box appears advising that the security scan is being run.

Also, it is common for a yellow shield with an exclamation to appear at the bottom of this popup dialog box with the warning "While files from the Internet can be useful, this file type can potentially harm your computer..."
It is necessary to proceed in order to allow the Adobe Flash Player to be installed.

6. A User Account Control dialog box may appear asking “Do you want to allow the following program to make changes to this computer?” Click the Yes button.

7. After this, the installation will begin and you will have a window displaying a progress bar as Adobe Flash Player is installed.
8. When the installation is complete, there will be a green checkmark to the right of the progress bar. Click the Finish button.

9. Finally, you will get an updated web page that says “Installation successful.” You are now running the latest Adobe Flash Player.