

Troubleshooting

- If the training did not pull up on your screen...
 - You may have a pop up blocker turned on and it will need to be turned off to watch the presentations. There might also be a security setting on your computer that is keeping them from pulling up. These both can be fixed by changing the pop up blocker to allow the program through or “turning it off” while you review the presentations or by changing your security setting to allow for the presentations to be viewed.
- If the program stalled either at the start or throughout the presentation...
 - Then you probably do not have enough space on your computer for the program to run or you do not have a computer that can handle the file size. Your options are to try to do the programs on another computer or wait for the DVD to be available.
- If your hours are not showing up on STARS, did you press the “Click here after viewing the entire lesson” button at the bottom of each presentation when you completed watching ALL of the slides?
 - If you did not press the “Click here after viewing the entire lesson” button you will need to watch the course again and be sure to hit that button after viewing the entire presentation.
 - If you did press that button, you should have received a message as you need to read above for those potential solutions.
- If you receive a message that says “**Course has not been completed**” after clicking the “Click here after viewing the entire lesson” button then:
 - Click the OK button and continue watching the course.
- If you receive a message that says “**Course has not been completed**” after clicking the “Click here after viewing the entire lesson” and you close out of the course by clicking the X at the top of the screen, leaving the internet altogether or closing your computer...
 - Then you did not complete the entire course and you’ll need to do it again, making sure to go to the very last slide.
- If you receive a message with your STARS ID, The course ID and title after clicking the “Click here after viewing the entire lesson” and then a statement that says course “**INCOMPLETE**” ...
 - Then there might be an issue with it registering on the STARS side or a lag time with the registration wait a few hours or a day and then check your STARS summary to see if the courses were documented.

PROBLEMS:

If after you have tried to solve the problem through the suggestions above, you still have a question or problem with how the presentations are running or not running on your computer please click [Core Training Problem](#) and describe your problem in the email and someone will contact you.

For the email subject enter: "Core Training Problem"

Please include your STARS ID number and if you are receiving a pop up message about your course not being completed, please type in the **exact** message that you are receiving and when you received it, like after I pushed the course completed button etc.