



Troubleshooting Tips

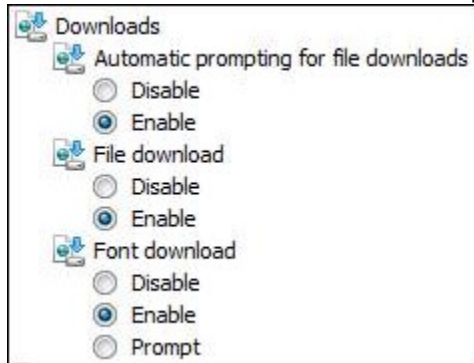
These settings are needed for FCU courses to run smoothly.

Note: FCU courses are not currently compatible with iPads and mobile devices.

1. Install / update **Java**
 - <http://www.java.com/en/download/index.jsp>
 - **Be sure that Java Add-ons are enabled (Tools>Internet Options> Programs tab> Manage Add-Ons)**
2. Install / update **Flash player**
 - <http://get.adobe.com/flashplayer/>
3. Edit **Pop-up Blocker's Allowed Sites**
 - Open Internet Explorer
 - On the toolbar go to: Tools | Popup Blocker | Popup Blocker Settings
 - Add these sites:
 - o agfirst.csod.com
 - o <http://www.fcuniversity.com>
 - Add | Close
4. Modify Internet Explorer **Trusted Sites**
 - Go to Career Café
 - On the toolbar go to: Tools | Internet Options | Security Tab
 - Select the 'Trusted Sites' zone
 - Click 'Sites' button
 - Click '**Add**' button to add each of the following:
 - o <https://agfirst.csod.com>
 - o <https://agfirst.cyberu.com>
 - o <http://www.FCUniversity.com>
 - o (If the Add button is grayed out, type it in.)
 - Click 'Close' | 'OK'
5. If you see the message "Internet Explorer cannot display web page"
 - On the IE toolbar go to: Tools | Options | Security tab
 - Click on the icon for "Local intranet", and then at the bottom, **uncheck** the box for "**Enable Protected Mode**"
 - Restart Internet Explorer
6. For **IE 11 browsers** – select the
 - **Tools | Compatibility View Settings**
 - Type **csod.com** and click the Add button
 - **Close**

7. Modify Internet Explorer **Download Options**

- A. On the toolbar go to: Tools | Internet options | Security | Internet | Custom level
- B. Scroll down to the “**Active X controls and plug-ins**” section and do the following:
 - a. “Allow Scriptlets” and choose **Prompt**
 - b. “Automatic prompting for Active X controls” and choose **Enable**
 - c. “Download unsigned Active X controls” and choose **Prompt**
 - d. “Initialize and script Active X controls not marked as safe” and choose **Prompt**
- C. Scroll down to “**Downloads**” section and do the following:
 - a. Enable all the three file download options.



- 8. **Clear your cookies:** <http://www.digitaltrends.com/computing/how-to-delete-cookies-in-chrome-firefox-safari-and-ie/>
- 9. **Delete Temporary files:** <http://www.wikihow.com/Delete-Temporary-Internet-Files>
- 10. **Close and re-open** the browser

MAC users

- 1. Install Flash Player on the Mac
- 2. Use Google Chrome and edit the Pop up Blocker
 - o Chrome | Preferences | Setting | Advanced Settings | Scroll down to Content Setting | Pop up settings | Manage Exceptions
 - o Add each of these:
 - a. agfirst.csod.com
 - b. agfirst.skillport.com
 - c. agfirst.skillwsa.com
 - d. agfirst.skillusa.com
 - e. <http://www.fcuniversity.com>