


## Tips for Child Care Licensing e-Learning Courses.

### Staff may experience one, all, or none of these technical issues.

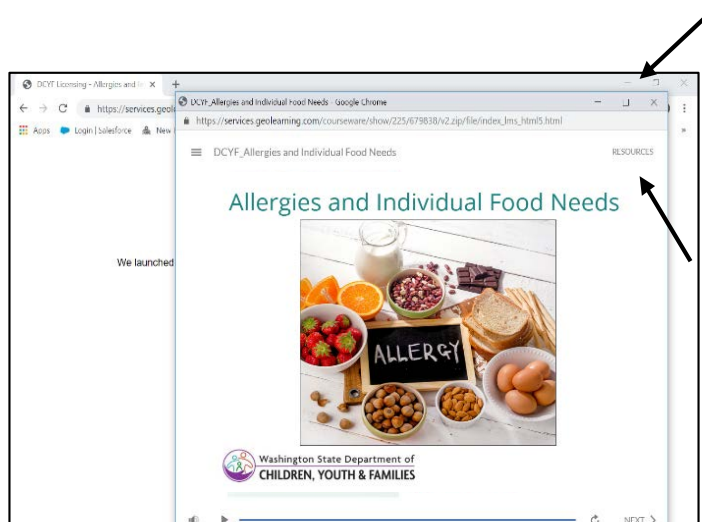
- ✓ Always open/launch the e-Learning course using Google Chrome. 

If you experience jumbled and/or missing letters on the course screen, it's most likely due to the course being opened using Internet Explorer, instead of Google Chrome. 1) Close the course and log out of LMS. 2) Ensure you're using Google Chrome browser 3) Log back into LMS and 4) Restart or resume the course. If you experience any issues with the Child Care Licensing courses, please email [dcyf.best4kids@dcyf.wa.gov](mailto:dcyf.best4kids@dcyf.wa.gov).

When you begin a course it opens in a new browser and this content is displayed *"We launched your course in a new window but if you do not see it, a popup blocker may be preventing it from opening. Please disable popup blockers for this site."*

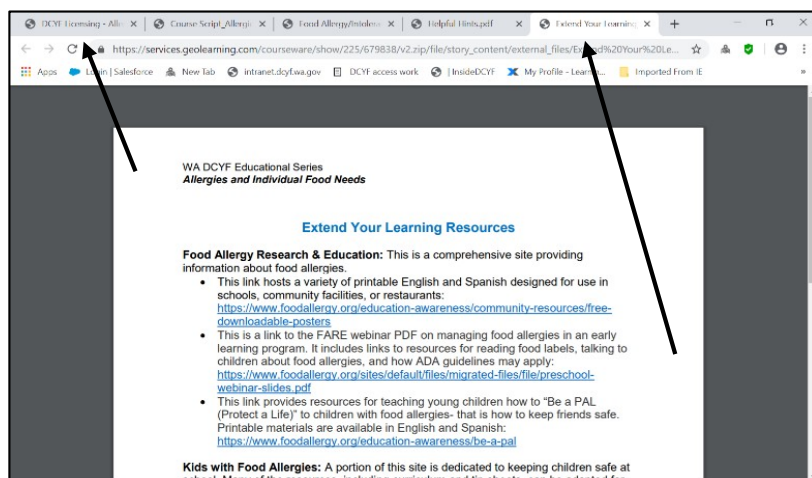
**The course plays in a different window, which is layered on top of the other.**

As you open documents from the Resources section, each document will open in a new tab on the original browser; see images below. To get back to the course minimize the browser by selecting this symbol – in the top right corner. By minimizing the browser, you will **not** close out your course.



Here's an example of what your browser will look like when you view one or more documents from the Resources section within the course, or when you open links from within the course.

The first tab opens when you launch a course. Other tabs open when you select the various documents Course Script, Food Allergy Intolerances, Helpful Hints, Extend Your Learning, etc., and also when you open links from within the course.



You may experience the three dots 'pausing' on the slide if you have already viewed the content and went back to view it again. This should be an instantaneous change of slides; although if it happens to get stuck on the three dots select the next slide from the 'Menu pane' or select the 'Next' button, to advance to the next slide. If the course does not advance forward close out the course and wait 1-2 hours before logging back into LMS to resume the course.

