The Scenario Learning Training System is a web-based program that is accessible with an Internet connection 24 hours a day, 7 days a week. The Training System is compatible with recent versions of Google Chrome, Mozilla Firefox, Internet Explorer, Safari, iOS, and Android (Jellybean and above). Despite our optimal accessibility, occasionally users may experience difficulty loading their training. These issues are typically device-specific and can be resolved using the troubleshooting tips below. Feel free to share this document with any users in your organization.

Troubleshooting Tips:

If you are accessing training from a computer:

1. Restart your browser.
2. Make sure you are using a recent version of Google Chrome, Mozilla Firefox, Internet Explorer, or Safari.
3. Make sure your Adobe Flash Player is up-to-date. To download the most recent version, go to get.adobe.com/flashplayer. This only takes around 5 minutes to install. After the download is complete, be sure to restart your computer to activate the newest version.

If you are accessing training from a mobile device:

Our system is compatible with many mobile devices, however some users may have personal configurations that prevent certain courses from loading. Additionally, some custom and policy courses are best displayed on a computer. If you are experiencing difficulty loading our training on a personal device, try accessing the courses through a laptop or desktop computer.

Support@ScenarioLearning.com   800.434.0154