



Colorado 2009 State Sample Online Training FAQ's

Q. The training doesn't appear to be loading on my computer?

A. The training is loading, but may take a while depending on the quality of your internet connection. On a standard cable or DSL connection the training should load in one minute or less. Keep an eye on the progress bar, as long as it is moving the training is loading.

Q. I can't see the entire slide on my screen.

A. The training is designed to fit on your screen so you don't have to scroll. However, depending on your computer's settings and monitor size you may not be able to see the entire training. Try to zoom out using your web browser. If you are using Internet Explorer, on your tools menu click on "View" and select "Zoom Out". If you are using Mozilla on the tools menu click on "View" go to "Zoom" and select "Zoom Out". Repeat this process as many times as you need to. Note, if you do adjust these zoom settings, you may need to zoom back in once you go to other web pages to view them correctly.

Q. Why do I hear so much static or screeching in the background?

A. This is actually a function of the speakers or headphones you are listening with. Some headphones or internal laptop speakers may have difficulties correctly playing the sound with the training. Try a different set of headphones or speakers.

Q. How can I pause the training?

A. Immediately below the slide is a navigation bar. Click on the pause button towards the bottom left corner of the slide.

Q. How do I go back and view slides again?

A. Immediately below the slide is a navigation bar. Click on the left or right arrows to quickly move through slides to review information.

Q. How many times can I view the training?

A. You can view these trainings as many times as you want! All you need is a stable internet connection.