

Technical Q&As

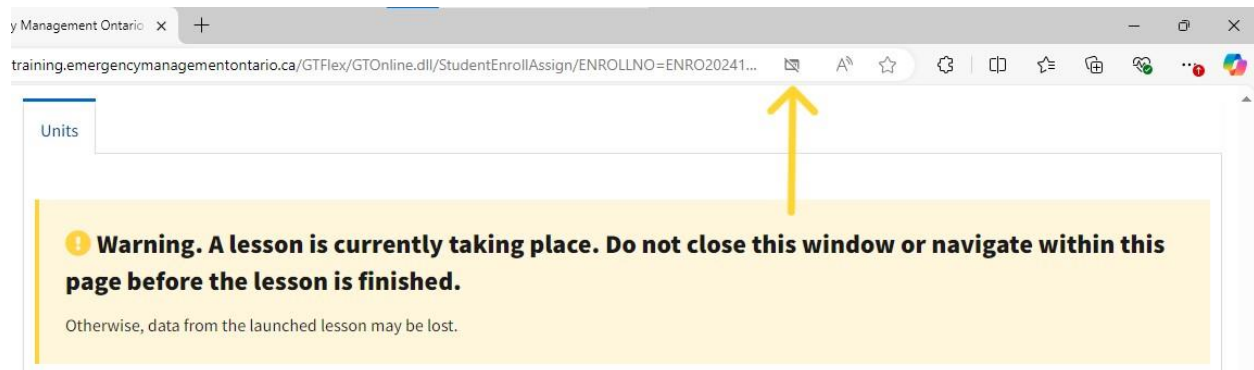
1. **Question: What is the recommended browser and device to access the e-learning courses?**

Answer: The recommended browser is **Microsoft Edge** on a **desktop or laptop**.

2. **Question: The course window didn't open after I clicked the link. What should I do?**

Answer: Some browsers automatically block pop-up windows for security reasons. If you are accessing the eLearning course for the first time, locate the pop-up blocker icon at the end of your browser's address bar (as shown in the image - Microsoft Edge is recommended). Select **"Always allow pop-ups and redirects..."** when prompted to permit pop-ups for this training website. The course window should then open successfully.

Image: Locating the pop-up window blocker icon.



3. **Question: Will I be able to leave the course partway through?**

Answer: Yes. Before leaving, click on **"EXIT COURSE"** in the top right corner or close the pop-up window to save your progress. However, please avoid navigating to other courses or logging out while in progress. You will be able to resume from where you left off.

4. **Question: How do I obtain a certificate after taking the eLearning course?**

Answer: Certificates are available for eLearning courses that include a final exam. After successfully passing the final exam, click on **"EXIT COURSE"** or close the pop-up window to ensure your progress is saved. A link to print your certificate will appear at the bottom of the course page in the Emergency Management Training Portal.