Troubleshooting Guide



LOGGING IN

You must have an account to log in. Fill out the training registration form (available on SalesForce) and email to <u>cherie.kesby@tonyferguson.com</u>

Already registered?

There may be an error with your details, contact: Cherie Kesby: (02) 4720 2536 (9am-5pm AEST Mon-Fri) Email: <u>cherie.kesby@tonyferguson.com</u>

ALLOWING POP-UPS

EnLighten uses pop-ups throughout the system and to launch the modules. You must allow pop-ups for enlighten.

1. Click on Tools then Pop-up Blocker > Pop-up Blocker Settings

	💌 🐓 🔀 Google - AU
	Messages 🗸 🚘 Foxit Online Services 👕 Products 🔻 🚬 🧠 Options 🔹 🗙
	📱 Savv-e Central 🔏 Suggested Sites 🔹 🙋 Get More Add-ons 🔹
	🏠 🔻 🔝 🕤 🖶 🖶 🕈 Page 🔹 Safety 🕶 Tools -
	🖭 Reopen Last Browsing Session
	Turn Off Pop-up Blocker 📄 Pop-up Blocker 🕨 🕨
	Pop-up Blocker Settings 🛛 🐼 Manage Add-ons
h	n the text field enter *.sabanow.net, click A

websites by adding the site to the list below.	oop-ups from specific
Address of website to allow:	
*.sabanow.net	Add
Allowed sites:	
Allowed sites.	Remove
	Remove all
Intifications and blocking level	
Play a sound when a pop-up is blocked.	
Show Information Bar when a pop-up is blocked.	
Show Information Bar when a pop-up is blocked. Blocking level:	

3. Click **Close** to exit this screen.

REMOVING THE GOOGLE TOOLBAR

The Google toolbar also has a pop-up blocker that stops enLighten learning modules from loading properly. You will need to remove it.

1. From the **Start** menu select **Control Panel**.



- 2. Select the Add or Remove Programs icon.
- 3. From the list of programs, select Google Toolbar and click **Remove**.

VIEWING THE ENTIRE SCREEN

The status bar may be covering the navigation tabs at the bottom of the screen. We recommend using Internet Explorer instead of Mozilla/Firefox when logging into enLighten.



You may also need to adjust the screen resolution.

Method 1

- 1. Click anywhere on the module screen.
- 2. Press the **F11 key** on your keyboard and the screen should revert to Full Screen Mode.

Method 2

- 1. From the Start menu select Control Panel.
- 2. Select the **Appearance and Themes** icon and then the **Display** icon.

3. From the **Settings** tab, adjust the screen resolution to 1024 x 768 then click **Apply**.



4. Click **OK** to exit this screen.

DOWNLOADING FLASH PLAYER

You will need to have Flash installed to view certain components of the learning modules in enLighten.

- 1. Go to <u>www.adobe.com.au</u>
- 2. Click on **Install Adobe** on the right hand corner of the screen click **Get Adobe Flash Player.**



- 3. Un-check Google Toolbar option Download.
- 4. A yellow bar will appear at the top of your screen, right click and select **Install this Add on** for all users on this computer.



5. Adobe download manager will open – download Adobe Flash Player.