

# Computer Trouble Shooting Help-Tool

## Problems Viewing On-line Courses on KS-TRAIN?

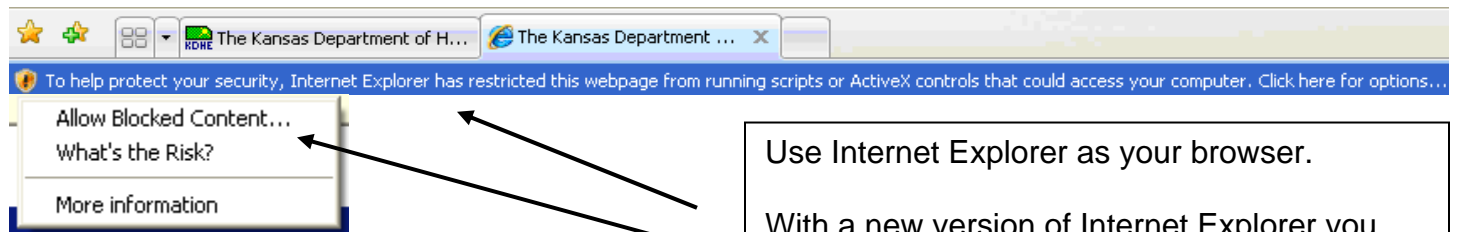
<http://ks.train.org>



### 'Help' - Test Your Computer Environment

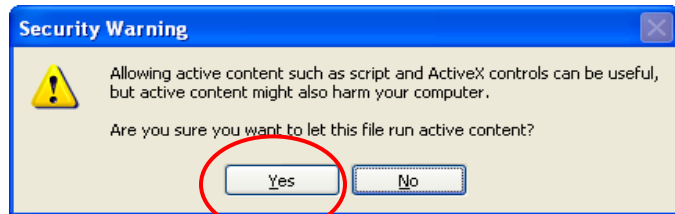
- Click 'Help' in the TRAIN navigation taskbar
- Left hand menu, 'Test Your Environment'
- Run Test button
- All checkmarks must be **GREEN**
- If any of the links are **RED**, click the link and follow the prompts to correct the problem.

Don't forget to run the Manual Tests to see if you still have Pop-Up blockers on. **Pop-up blockers** should be **OFF** to view web-based courses, open attachments and/or view handouts.



Use Internet Explorer as your browser.

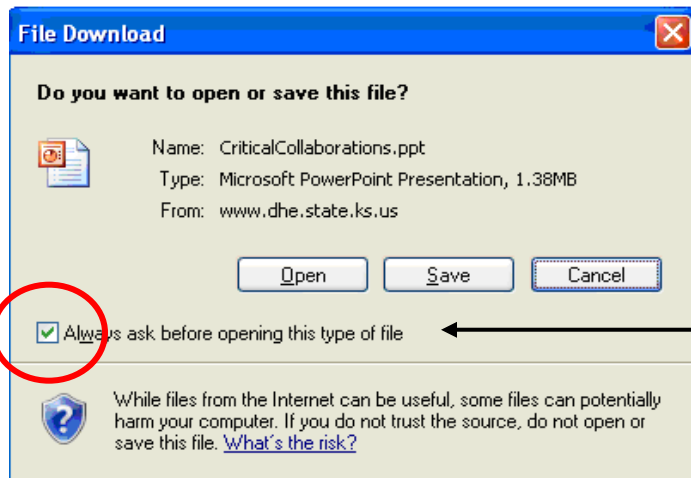
With a new version of Internet Explorer you may receive an ActiveX popup screen when you launch a web based course. Follow the prompts to **not** have this come up each time you launch a web based course or explore the internet. **You want to Run Active X.**



### New computer? Microsoft Security Update?

Changes in computers or updates create new popup blockers which "block" viewing of some websites and/or online courses.

To fix the problem, **hold down the "Ctrl" key** on your keyboard **before** you click the "**Launch**" button for a web-based/on-line course. **REMOVE the checkmark** in the "Always ask before opening this type of file" field. Then click open.

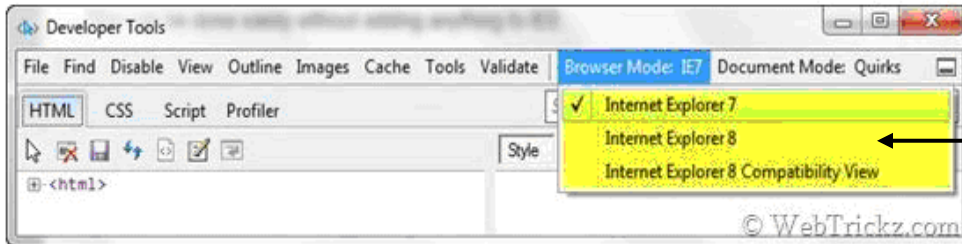


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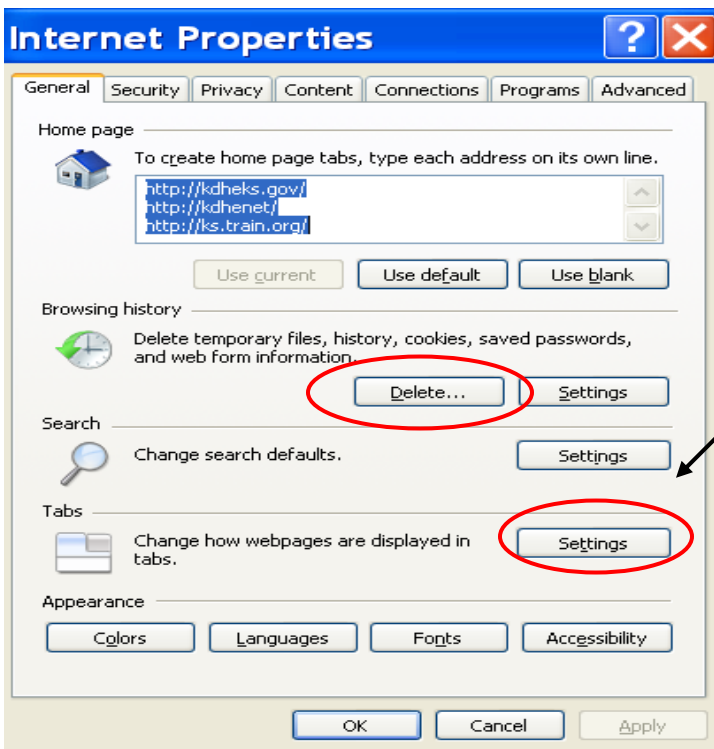
If you are encountering issues while opening WebPages in Internet Explorer 8, then here is a solution. You can use **IE8 in Internet Explorer 7 compatibility mode** to open your old websites. This can be done easily without adding anything to IE8 or uninstalling it.



Internet Explorer 8 has a new compatibility feature that you can turn **ON** for Internet Explorer 7.

To **change the browsing mode** and open web pages in IE7 mode, you need to make some changes. Just open IE8 and open **Tools menu > Developer tools (F12)**. Under developer tools open the **"Browser Mode"** and change it to Internet Explorer 7.

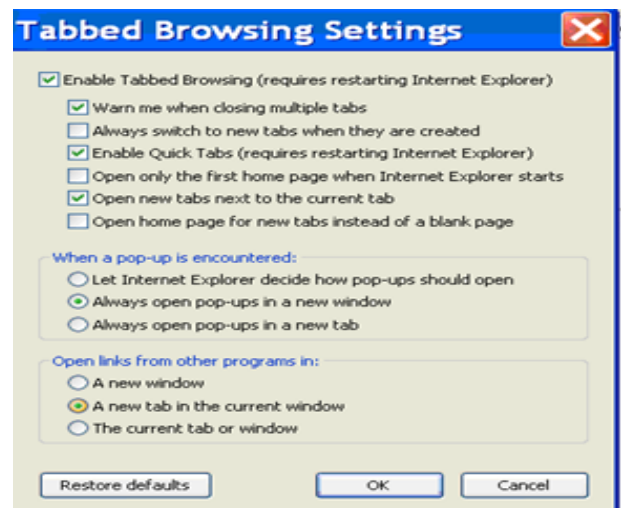
Now your sites will open just like they get to open and view in IE7. Also, you can easily revert back to Internet Explorer 8 mode anytime if you like. **Enjoy !**



### Control Panel/Internet Options

**Delete your Temp Files** – This clears out any old temporary files that may be causing course navigation errors.

Check your **Tabbed Browser Settings**. Consider the following settings for your computer.



If you continue to have viewing problems contact your IT support.