

eLearning Troubleshooting Guide

In the event you experience technical difficulties while taking Paycom's eLearning courses, please try the troubleshooting steps, below, to resolve any issues.

Clear Your Cache

- Google Chrome
- Internet Explorer
- Edge
- Safari
- Firefox

Use an Alternative Browser

Restart and Update Your Computer

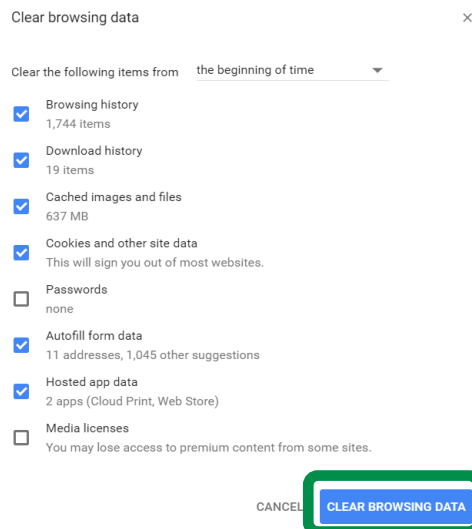
Download an Alternative Browser

Clear Your Cache

- Close all open tabs.
- Re-open your browser.
- Follow the steps below based on the browser you are using:
 - **Chrome:**
 - In the upper right-hand corner, next to the search bar, select the three stacked dots.



- Then, hover over "History."
- Select "History" from the menu.
- On the left, you will see "Clear browsing data." Select it.
- Make sure all boxes are checked except the "Passwords" box.
- Once the correct boxes are checked, choose "Clear browsing data" near the bottom of this window.



- Internet Explorer:

- In the upper right-hand corner, under the “X,” there is a gear icon. Select the gear icon.



- From the drop-down menu, choose “Internet Options.”
- Near the bottom of this window, click “Delete...”

Browsing history

Delete temporary files, history, cookies, saved passwords, and web form information.

Delete browsing history on exit

Delete...

Settings

- Make sure all boxes are checked except for the “Passwords” box.
- Once the correct boxes are checked, choose “Delete.”
- Then, click “Okay.”
- Close your browser.
- Open your browser and log back into your ESS.

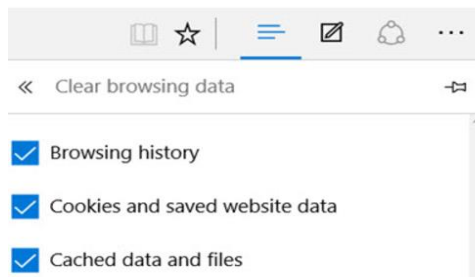
- Edge

- Click on the 3 small lines in the top-right corner of the browser.



- Click the clock-shaped History button.
- Click “Clear History,” then the “Show More” option.
- Next choose “Delete and clear your browsing History, Cookies, Data, Temporary Internet Files, Cache, etc.”


- You then will see several options, choose the following:
 - Browsing history
 - Cookies and saved website data
 - Cached data and files
- Once those are checked, click "Clear."

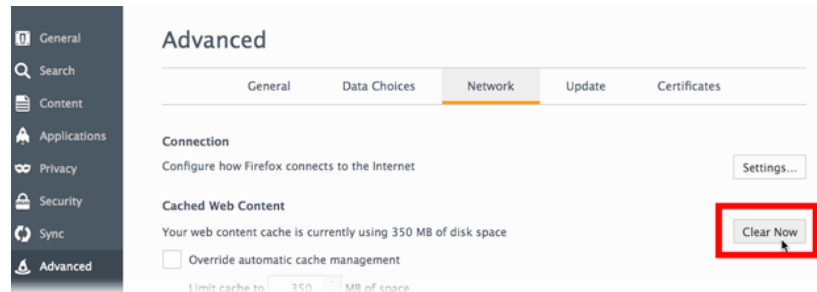


- Safari

- Choose Safari in the tool menu at the top of your screen.
- Click "Preferences," followed by "Privacy."
- Click "Manage Website Data."
- Choose all websites, then "Remove or Remove All."

- Firefox

- Click the menu button  and select "Options."
- Select the "Advanced" panel.
- Click the "Network" tab.
- In the Cached Web Content section, click "Clear Now."



- Close the *about: preferences* page. Any changes you've made automatically will be saved.

Use an Alternative Browser

If you have access, try a different browser to complete your eLearning course.

Restart and Update Your Computer - Windows

- Save any documents.
- Exit out of all programs.
- Restart your computer and accept software updates be applied.

Update and Restart Your Computer – Mac

- Save any documents.
- Exit out of all programs.
- Check for updates in the Mac App Store and install them.
 - <https://support.apple.com/en-us/HT201541>
- Restart your computer.

Potential Software Updates

- Flash
 - Adobe Flash Player 10.3 or later plus any of these web browsers:
 - Windows: Internet Explorer 8 and later, Microsoft Edge (latest version), Google Chrome (latest version), Firefox (latest version)
 - Mac: Safari 7 and later, Google Chrome (latest version) Firefox (latest version)



- HTML5
 - Windows: Internet Explorer 10 or later, Microsoft Edge (latest version), Google Chrome (latest version), Firefox (latest version)
 - Mac: Safari (latest version), Google Chrome (latest version), Firefox (latest version)
 - Mobile: Safari in Apple iOS 8 or later, Google Chrome in Apple iOS 8 or later, Google Chrome in Android OS 4.1 or later
- Articulate Mobile Player
 - Apple iOS 7 or later on iPad
 - Android OS 4.1 or later (optimized for tablets)

Download an Alternative Browser

If you do not have an alternative browser to try your course in, try downloading one of the following:

- Google Chrome <https://www.google.com/chrome/browser/desktop/index.html>
- Edge <https://www.microsoft.com/en-us/windows/microsoft-edge#exywQOxomcbTHMgx.97>
- Internet Explore <https://www.microsoft.com/en-us/download/internet-explorer.aspx>
- Mozilla Firefox <https://www.mozilla.org/en-US/firefox/new/?f=118>

If a technical issue still exists after attempting these troubleshooting steps to resolve it, contact your IT support, then inform your Paycom dedicated specialist.