Suggestions for Connect2Learn Online Course Launching and Completing

Please note the suggestions below when completing an online course through Connect2Learn. These suggestions are intended to help improve your learning experience and ensure that the course registers as "Complete" in your Learning Achievement Record.

Before you "Launch" any online course in Connect2Learn:
- Use an up-to-date Windows or Mac Computer with speakers or headphones.
- Use of an iPad, tablet or smart phone is not recommended.
- Use an up-to-date Internet Browser (Internet Explorer, Mozilla Firefox, Google Chrome or Apple Safari).
- Use an up-to-date version of Adobe Flash Player.
- Use a high speed wired internet connection (high speed wi-fi should be fine but experiences may vary).
- Disable any pop-up blockers. Full pop-up blocker instructions are available **here**.

While completing an online module in Connect2Learn:
- Do not close any windows until you have completed the module.
- Do not skip any slides or the training will register as incomplete.
- Let the last slide of the module fully complete before closing the window. Follow prompts on last slide to ensure completion.
- If you leave module unattended for any period of time, there may be a risk of a time out error or connection errors.

If a module appears to be frozen, or you are getting connection errors, try the following:
- Close the module and re-launch it from your Learning Plan. If still getting the same problem…
- Close the module, log off of Connect2Learn, then log back in and re-launch the module from your Learning Plan. If still getting the same problem…
- Close the module, cancel the module from your Learning Plan, log off of Connect2Learn, then log back in, re-register and re-launch the module from your Learning Plan.