



Simulation Learning Trouble Shooting Tips

To ensure participants taking First Aid/CPR/AED simulation learning courses have the best possible online experience, we recommend taking the course from a PC/tablet that meets these requirements:

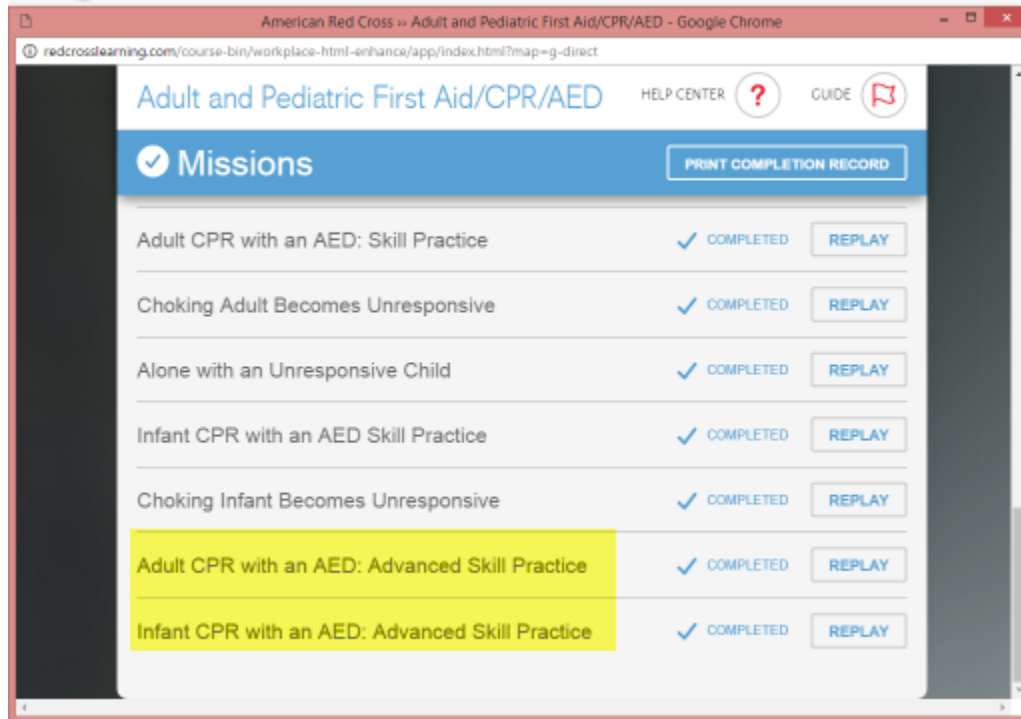
Processors	Dual-core processor with a speed greater than or equal to 2.3 GHz
RAM	4 GB
Operating System	Desktop: Microsoft Windows 7/8/10, OS X Snow Leopard 10.6+ Tablet: iPad iOS 7+ (Safari), Android 4.0.3+ (Google Chrome) <i>This course is not supported on smartphone devices.</i>
Browsers	Chrome 49+, Firefox 47+, Safari 9+ <i>Cookies, JavaScript, Images and HTML5 audio/video must be supported</i>
Screen Resolution	1024x768
Color Depth	High Color, 32Bit
Bandwidth	2.0 mbps dedicated or faster. <i>Broadband internet access is recommended.</i>
Audio	A soundcard and either speakers or headphones for multimedia audio.

While all the courses have been thoroughly tested across a wide variety of operating systems, browsers, and internet connections; some learners are experiencing “freezing issues” – for instance, the course may pause before playing a video or audio clip; or the course may simply not allow the learner to advance within a mission. If this happens while a learner is attempting to take the course on Internet Explorer, we recommend that you switch to another browser such as Chrome or Firefox. These browsers are better able to support the files in the course as they are more frequently updated to support media-rich content.

It is also important to take the course over a high speed internet connection. We have identified issues where learners within the same organization who work in different offices or locations have varying levels of success running the program. This is most likely due to a difference in the types of devices used or the speed of the internet connection. We most frequently see this when a corporate headquarters employee is able to complete while an employee at a regional branch does not have the internet speed or devices to allow them to successfully run the course.

If Internet Explorer is the only available browser, or if freezing or other technical issues persist, a learner may continue to the classroom skill session if they have completed all but the final “Advanced Skill Practice” missions in the course. There is no new instructional content in these missions – they are only for practicing the missions that are used in the skill session. In the case of a learner who did not complete the online course as a result of technical difficulties, learners will need to show instructors their completion status within the course since no completion email

will be sent and no record of completion will be available to print. Below is a visual of the home page of the Adult First Aid/CPR/AED course with these “Advanced Skill Practice” missions highlighted:



Finally, ensure that your learners begin the online portion well in advance of the classroom skill session so that they have time to focus on completing the online portion.