

EVERFI Participant Troubleshooting

2018-2019

The following may be helpful should your participants encounter technical issues with the following courses: AlcoholEdu for College, AlcoholEdu Ongoing Education, AlcoholEdu for Sanctions, Diversity, Equity, and Inclusion for Students, GreekLifeEdu, Harvard Proof, Haven Understanding Sexual Assault, Haven for Faculty & Staff, HavenPLUS, Not on Our Grounds, Prescription Drug Abuse Prevention, Sexual Assault Prevention for Athletics Staff, Sexual Assault Prevention for Community Colleges, Sexual Assault Prevention for Graduates, Sexual Assault Prevention for Student Athletes, Sexual Prevention for Undergraduates, Sexual Assault Prevention Ongoing Education & Transit-Financial Wellness.

Minimum System Requirements:

EVERFI supports any major web browser released within the previous year. Some browsers may require Adobe Flash for multimedia content.

- **Browsers:** Latest versions of Chrome, Firefox & Safari and Microsoft Internet Explorer 11+
- **Tablets** for AlcoholEdu Ongoing Education, Diversity, Equity, and Inclusion for Students, Sexual Assault Prevention for Athletics Staff, Sexual Assault Prevention for Community Colleges, Sexual Assault Prevention for Graduates, Sexual Assault Prevention for Student Athletes, Sexual Assault Prevention for Undergraduates and Sexual Assault Prevention Ongoing Education: iOS version 9.3 or later running on iPad 2 or later
- **Tablets** for all other Higher Ed. courses: iOS version 9.3 or later running on iPad 2 or later (please use Safari) or Android version 4.4.4+ (KitKat) or later
- **Smartphones:** are not supported
- **Screen readers** for AlcoholEdu Ongoing Education, Diversity, Equity, and Inclusion for Students, Sexual Assault Prevention for Athletics Staff, Sexual Assault Prevention for Community Colleges, Sexual Assault Prevention for Graduates, Sexual Assault Prevention for Student Athletes, Sexual Assault Prevention for Undergraduates and Sexual Assault Prevention Ongoing Education: Firefox/ NVDA & Mac/VoiceOver
- **Screen readers** for all other Higher Ed. courses: Mac/VoiceOver & IE/JAWS

Resolve Most Issues With These Four Suggestions:

- **Update your browser:** whatismybrowser.com
- **Switch browsers:** use Chrome or Firefox when you can instead of Internet Explorer
- **Clear your cache:** www.wikihow.com/Clear-Your-Browser's-Cache
- If you seem stuck, your screen may be zoomed in too much causing you to miss a prompt or navigation button. To **zoom out** on a PC or Chromebook hit "control 0 (zero)", and on a Mac hit "command 0 (zero)"

Additional Troubleshooting Options:

- Ensure course is in its own browser window and not within a frame of the school portal or email client
- Close all other applications and tabs (i.e. iTunes, Facebook, YouTube, etc.)
- Full Screen mode: **Windows**, press F11. **Mac**, click View on the browser menu and select Full Screen. **Chromebook**, press F4.
- Disable all popup blockers and 3rd party toolbars
- Reboot the computer
- If on a wireless connection, try a wired connection
- Try accessing the course from a different connection (computer lab, library, etc.)
- Try accessing at a different time of day (during non-peak internet usage hours, i.e. morning)

Still Need Help?

Participants can visit our 24/7 technical support center to speak with a live agent or submit a ticket. Click the

Help link in our course to access this site or go directly there via this link: support.everfi.com.

If you are fielding a participant question and will be directing it to your Customer Success Manager, please help us help you by gathering the following details (if you don't, we'll ask you for them anyway):

- Name of participant
- Name of Course
- Description of problem
- Participant's system details which they can tell you by going to: supportdetails.com
- Screenshot of the problem
 - Directions to take a screenshot on a PC:
 - At the point in which you have a problem, hit the "Print Screen" button on your keyboard.
 - Open Word.
 - Go to the Edit menu and click Paste.
 - Save the file.
 - Open your email and attach the file you just saved and send it back to me.
 - Directions to take a screenshot on a Mac:
 - At the point in which you have a problem, hit Command+Shift+3 all at the same time.
 - This will save a picture of your screen on your desktop
 - Open your email and attach the file you just created
 - Directions to take a screenshot on a Chromebook:
 - At the point in which you have a problem, hit Ctrl+Window Switcher at the same time.
 - This will save a picture of your screen in the Downloads folder.
 - Open your email and attach the file you just created, and send it back to me.