HSP Training Troubleshooting Guide

Click the problem you're having to read the suggested solution. If your questions aren't answered here, please email Jeeyoung Chun at jeeyoungchun@uky.edu

Problem(s): I don't know how to sign up for Coggno/send proof of training to ORI.

Problem(s): I can't see the Next/Previous buttons to get past the first screen.

Problem(s): I can't hear the audio narration and/or read the text of the audio.

Problem(s): I can't open the lesson (my browser won't allow pop-ups).

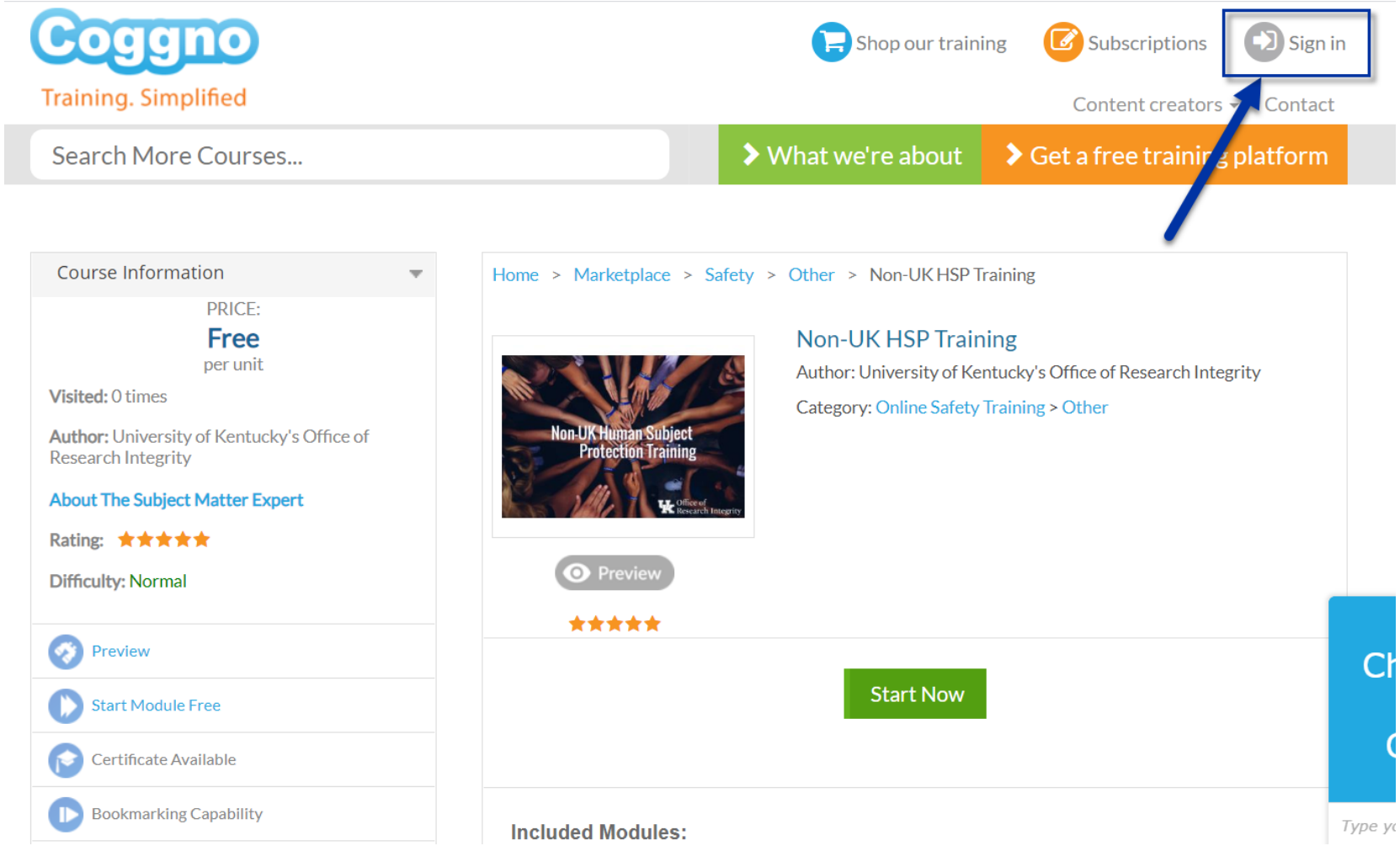
Problem(s): How do I skip from one section to the next, or jump past large portions of the lesson?

Problem(s): When I click "Retry Lesson", it takes me all the way back to the beginning of the lesson.

Problem(s): Sometimes I can't progress any further, or an error pops up.

Problem(s): I don't know how to sign up for Coggno/send proof of training to ORI.

Solution(s): Follow the below screenshots (4) in order to sign up for Coggno (you will not receive credit for taking the course unless you sign up for coggno using your first and last name).



Screenshots continue on next page

Note: Users of hotmail.com / msn.com / live.com and other public e-mail services may receive e-mail from Coggno in their Junk folder. To avoid this inconvenience please add support@coggno.com and noreply@coggno.com addresses in your contact list (address book).

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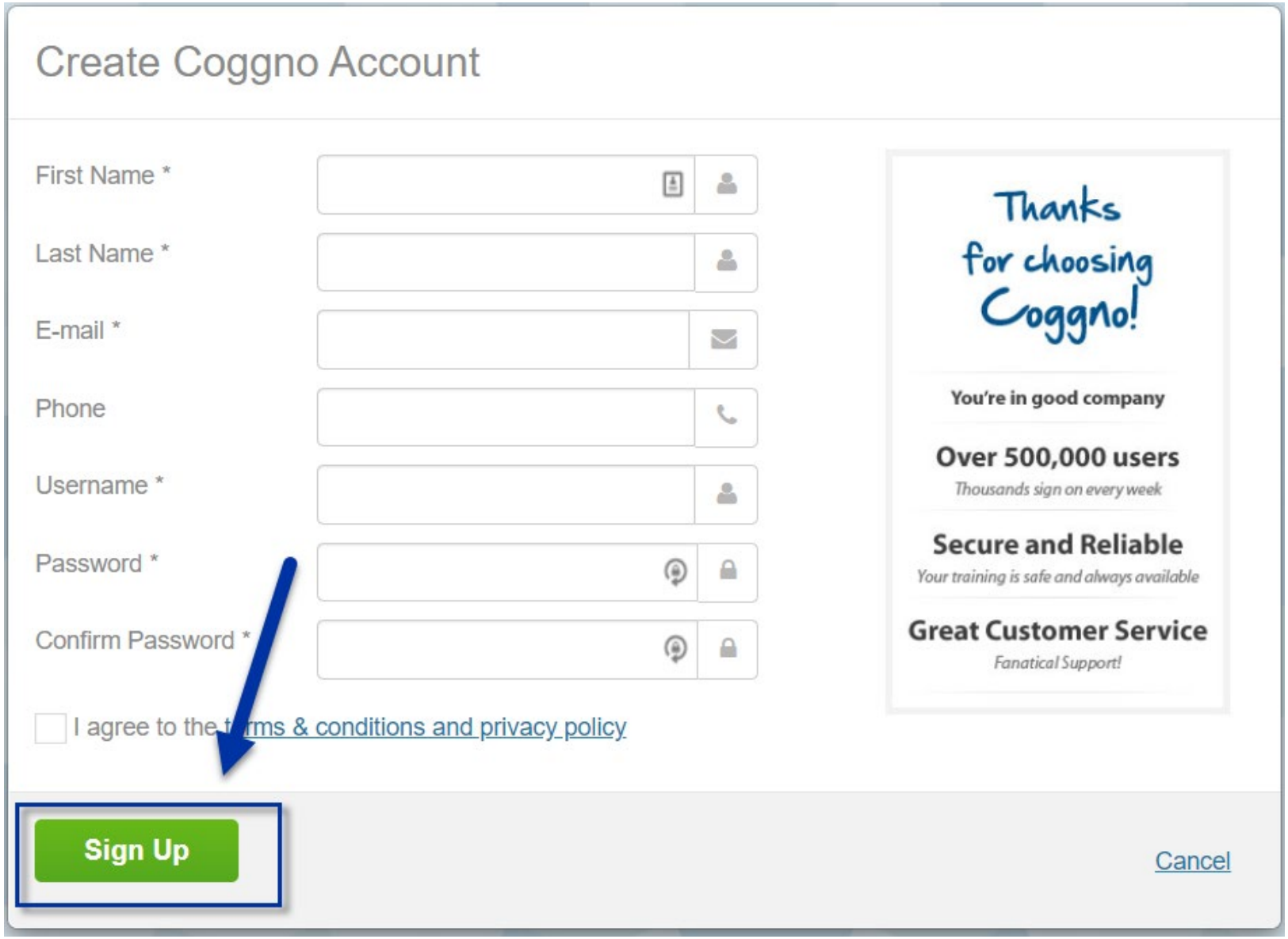
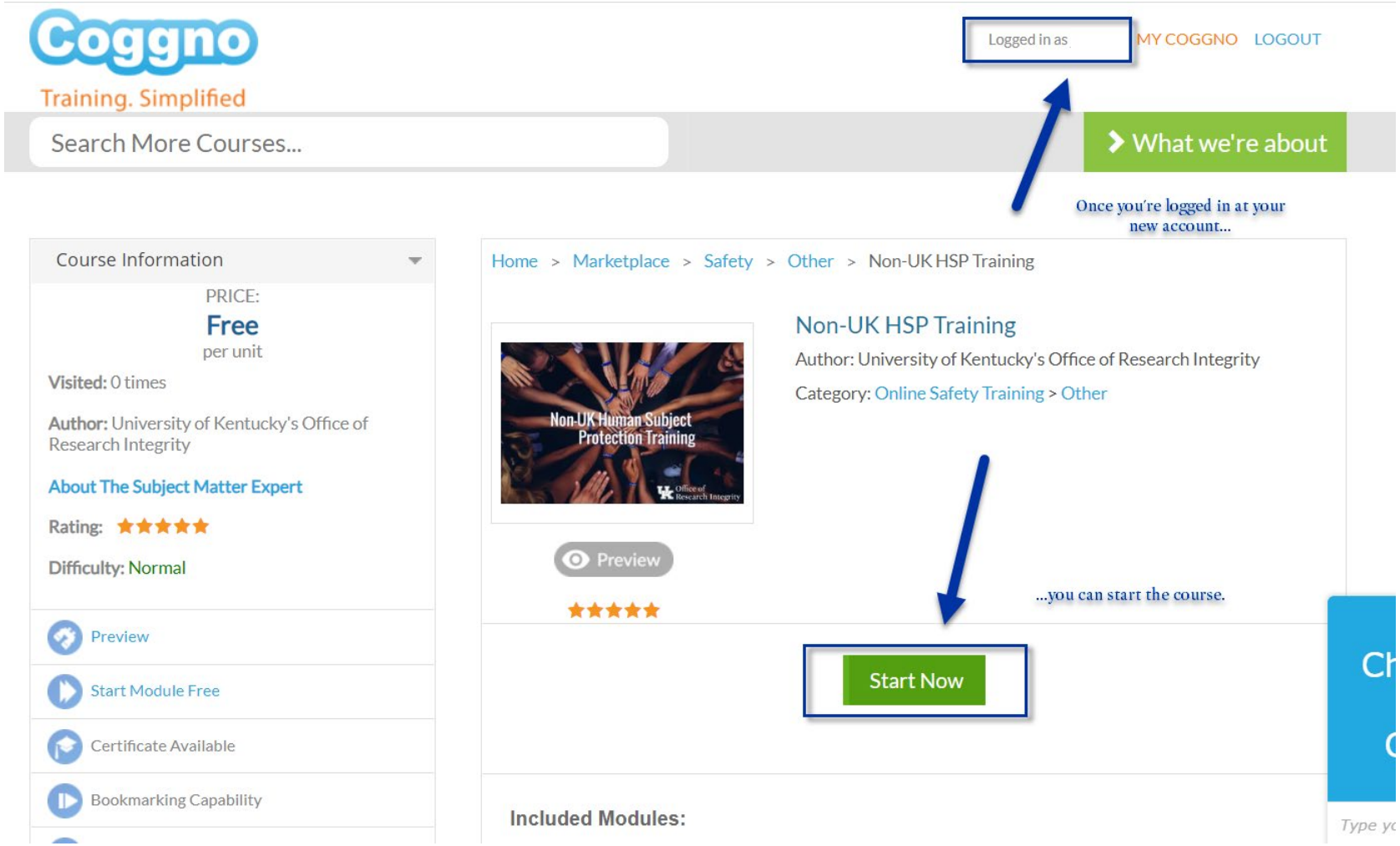
Screenshots continue on next page



Screenshots continue on next page

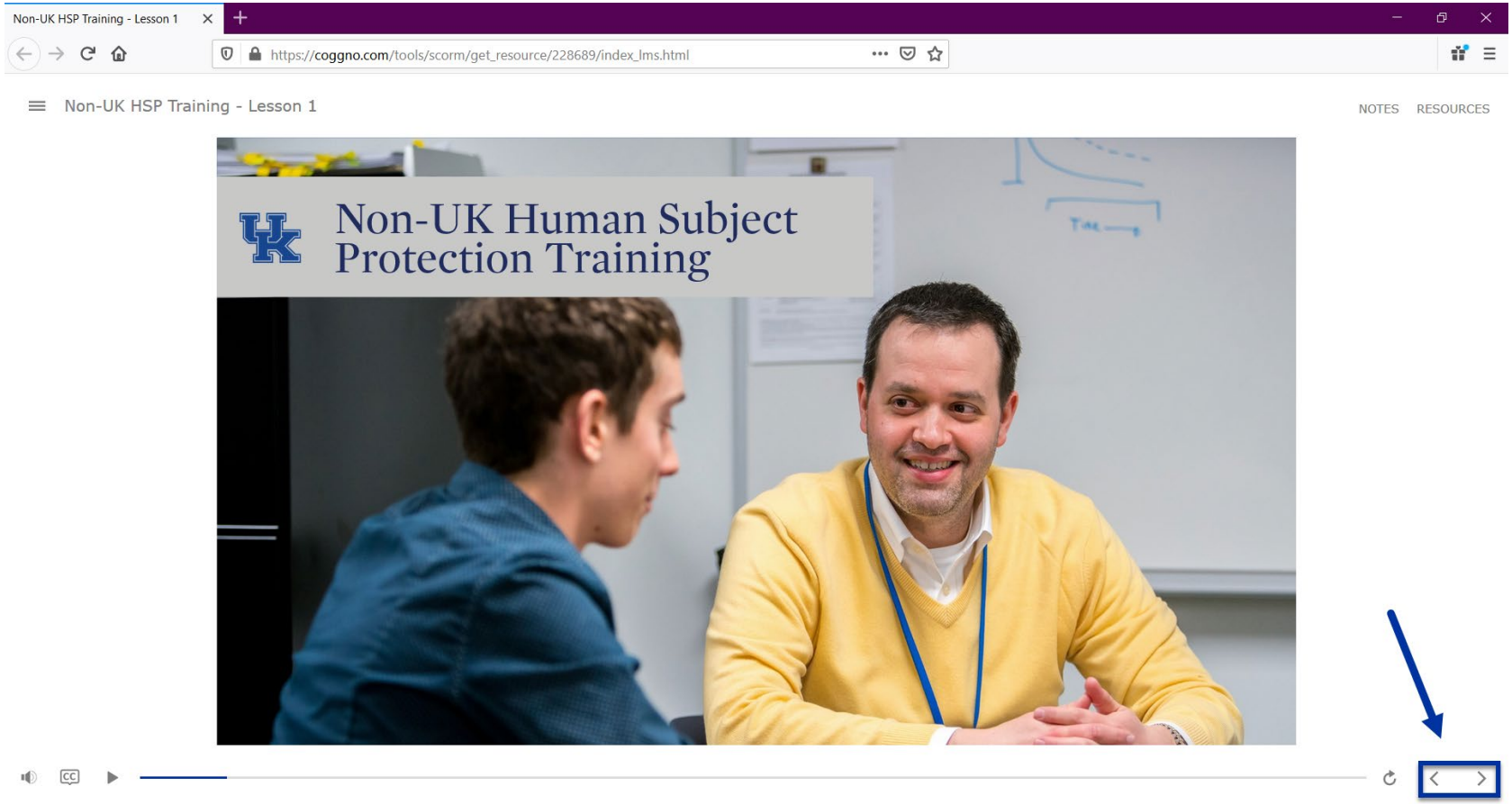


Once you have completed the course, you will receive an email with your certificate of completion at the email you provided for the Coggno signup. You must send this email to Jen Hill at jen.hill@uky.edu in order to receive credit and be eligible for human subject research in partnership with the University of Kentucky.

Problem(s): I can't see the Next/Previous buttons to get past the first screen.

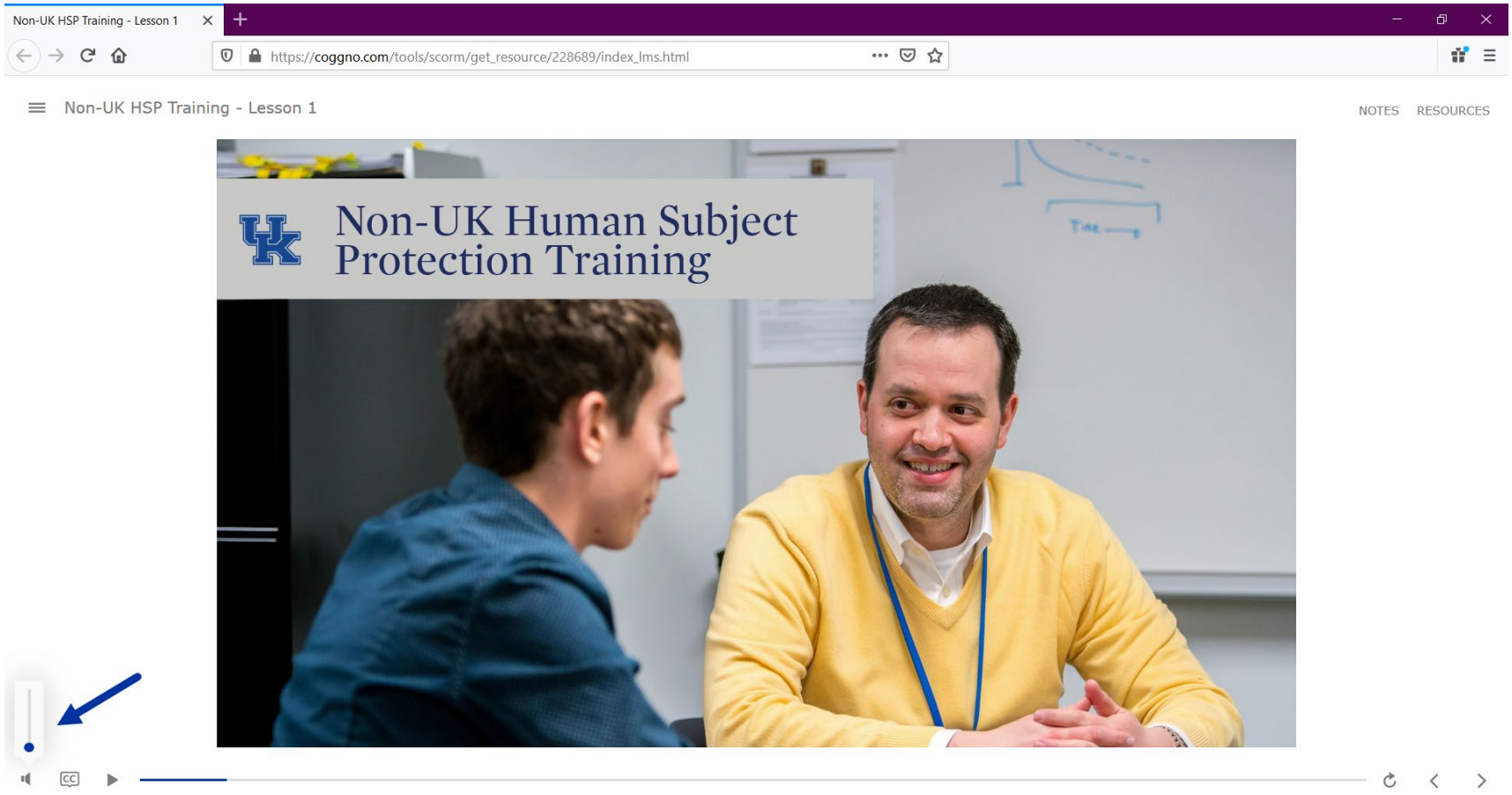
Solution(s): Click your browser's "maximize" or "minimize" button until the Next/Previous arrows and timeline appear at the bottom of the screen.

Screenshots continue on next page


Non-UK HSP Training - Lesson 1
https://coggno.com/tools/scorm/get_resource/228689/index_lms.html
Non-UK HSP Training - Lesson 1
NOTES
RESOURCES
Non-UK Human Subject Protection Training

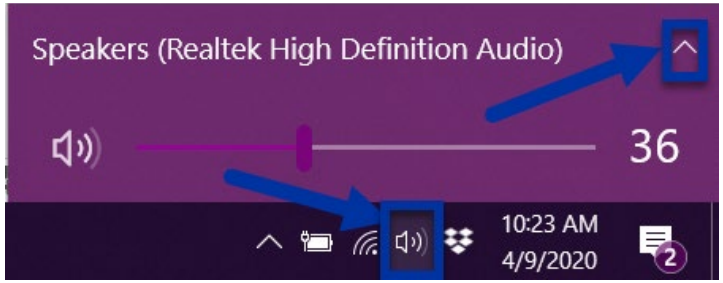
Problem(s): I can't hear the audio narration and/or read the text of the audio.

Solution(s): Make certain that audio is turned up.

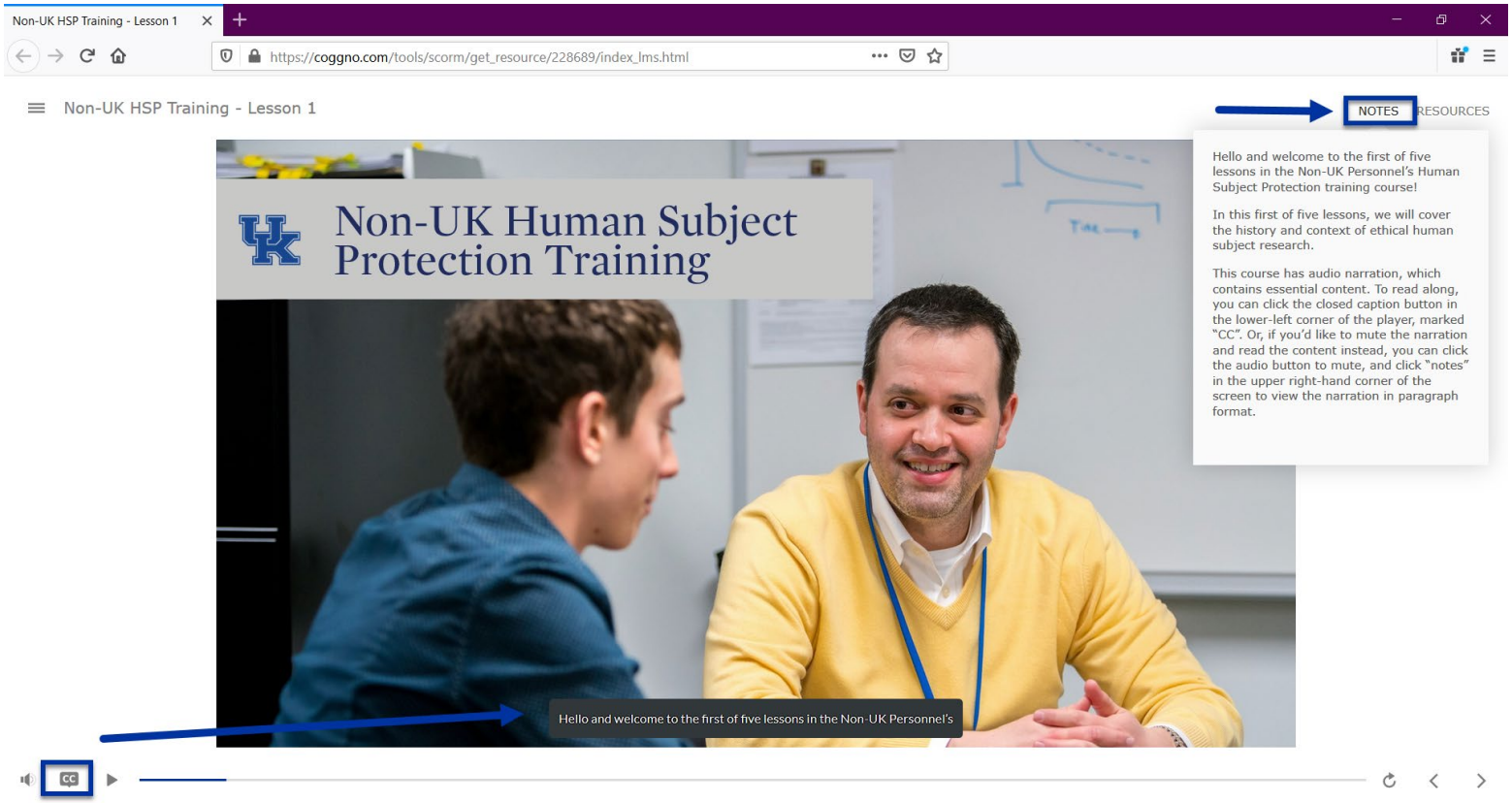


You should also make certain that your computer audio is turned up, and that the correct audio output device is selected.

Screenshots continue on next page

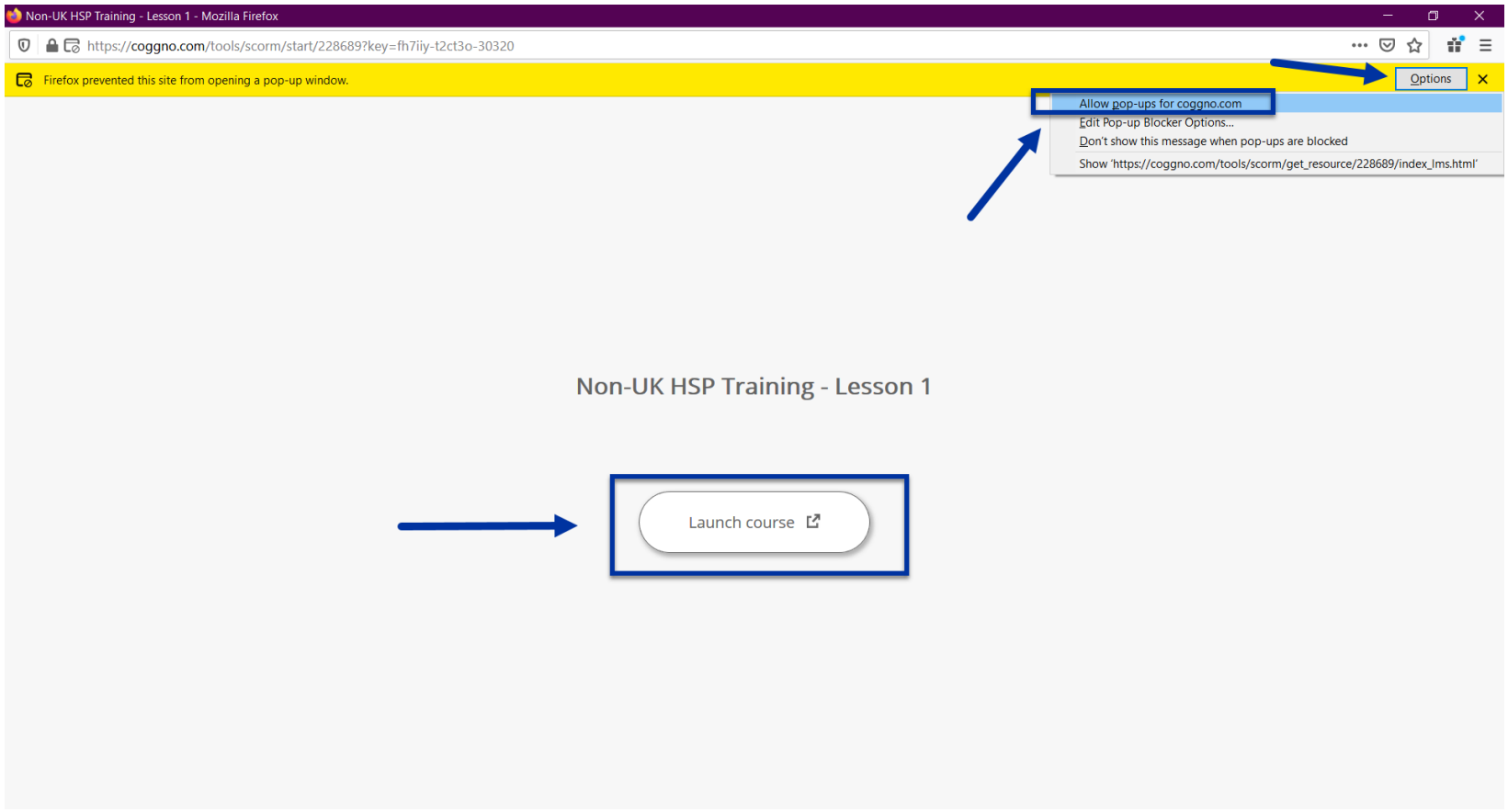


If you still can't hear the audio, you can always click the CC button to read the closed captions along with the narration, or you can click "Notes" to read the narration in paragraph form.



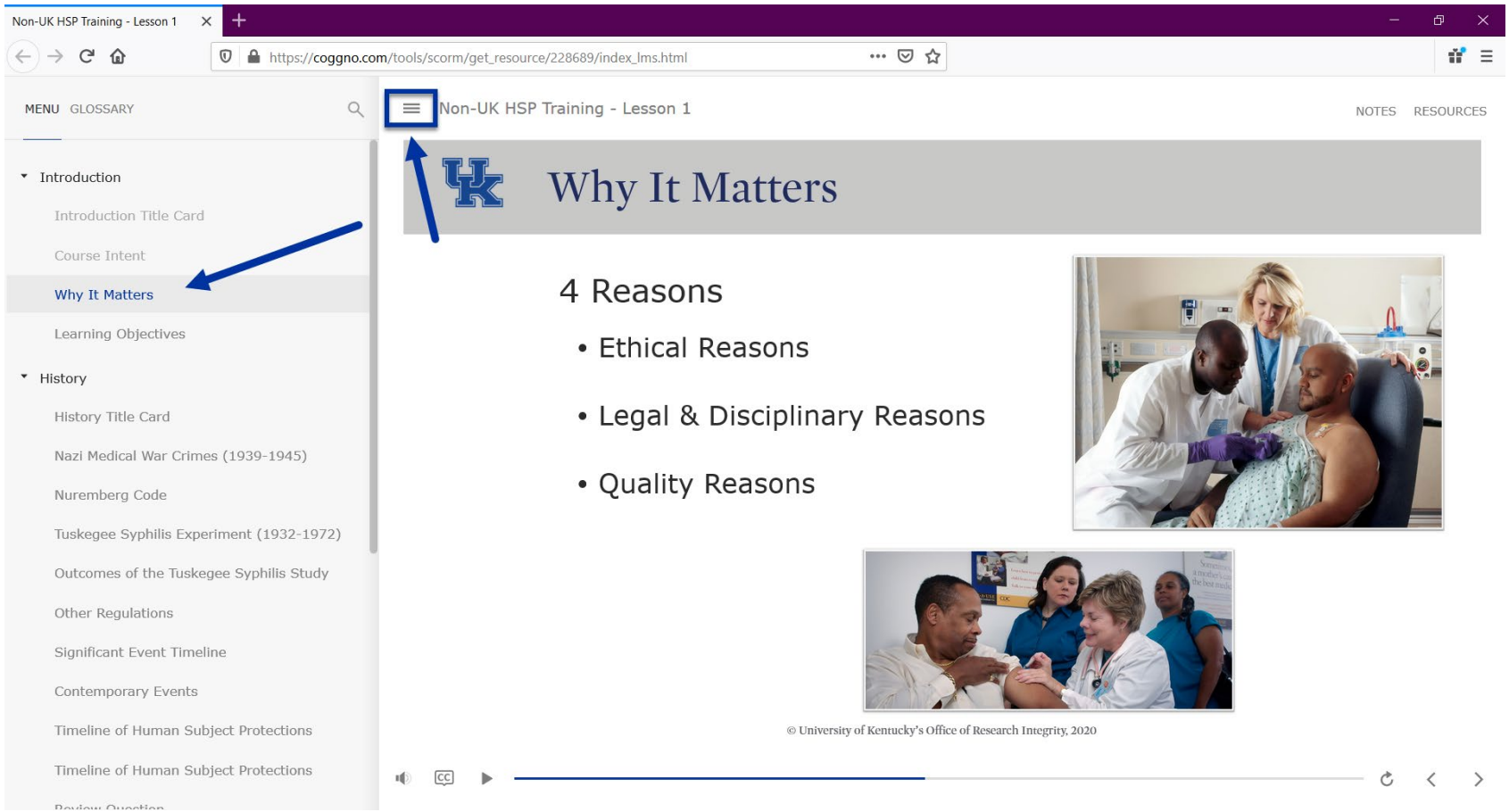
Problem(s): I can't open the lesson (my browser won't allow pop-ups).

Solution(s): There are several solutions to this, depending on which browser you're using. Normally, simply clicking the Launch Course button will open the lesson in a separate window. On rare occasions, you may need to navigate through your browser settings to allow for popups on coggno.com as pictured below. Then try again.



Problem(s): How do I skip from one section to the next, or jump past large portions of the lesson?

Solution(s): In the upper left corner of the screen, you can click on three parallel, horizontal lines to expand/contract the menu for the lesson. Once expanded, simply click on the screen you′ d like to jump to.



Problem(s): When I click "Retry Lesson", it takes me all the way back to the beginning of the lesson.

Solution(s): This is as designed. Because the questions are mixed into the lesson itself, and because you may need to review the content of the lessons, you will be prompted to retake the lesson from the start.

Problem(s): Sometimes I can't progress any further, or an error pops up.

Solution(s): After a short period of inactivity, Coggno.com will log the user out. You may need to close the window, refresh/log in again, and open the lesson again. You will have the option to "resume" the lesson from the point that you left off.