

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 Coggnosend 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 Coggnio/send proof of training to ORI.

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

The screenshot shows the Coggnio website interface. At the top left is the Coggnio logo with the tagline "Training. Simplified". To the right are navigation links: "Shop our training", "Subscriptions", and "Sign in" (highlighted with a blue box and arrow). Below these are "Content creators" and "Contact". A search bar contains "Search More Courses...". Below the search bar are two buttons: "What we're about" and "Get a free training platform".

The main content area is split into two columns. The left column is titled "Course Information" and contains the following details:

- PRICE: **Free** per unit
- Visited: 0 times
- Author: University of Kentucky's Office of Research Integrity
- About The Subject Matter Expert
- Rating: ★★★★★
- Difficulty: Normal

The right column shows the course details for "Non-UK HSP Training":

- Home > Marketplace > Safety > Other > Non-UK HSP Training
- Non-UK HSP Training
- Author: University of Kentucky's Office of Research Integrity
- Category: Online Safety Training > Other
- Preview button
- ★★★★★ rating
- Start Now button
- Included Modules:

Screenshots continue on next page



Coggno Log-In English (US) ▾

Login or E-mail

Password

[I forgot my password](#)

[Sign up for a new account](#) **SIGN IN**

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

Create Coggno Account

First Name *

Last Name *

E-mail *

Phone

Username *

Password *

Confirm Password *

I agree to the [terms & conditions and privacy policy](#)

Sign Up

[Cancel](#)

Thanks
for choosing
Coggno!

You're in good company

Over 500,000 users

Thousands sign on every week

Secure and Reliable

Your training is safe and always available

Great Customer Service

Fanatical Support!

Screenshots continue on next page

> What we're about

Once you're logged in at your new account...

Course Information

PRICE:
Free
per unit

Visited: 0 times

Author: University of Kentucky's Office of Research Integrity

About The Subject Matter Expert

Rating: ★★★★★

Difficulty: Normal

- Preview
- Start Module Free
- Certificate Available
- Bookmarking Capability

Home > Marketplace > Safety > Other > Non-UK HSP Training



Non-UK HSP Training

Author: University of Kentucky's Office of Research Integrity

Category: Online Safety Training > Other

Preview



...you can start the course.

Start Now

Included Modules:



Type yc

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 "restore down" button until the Next/Previous arrows and timeline appear at the bottom of the screen.

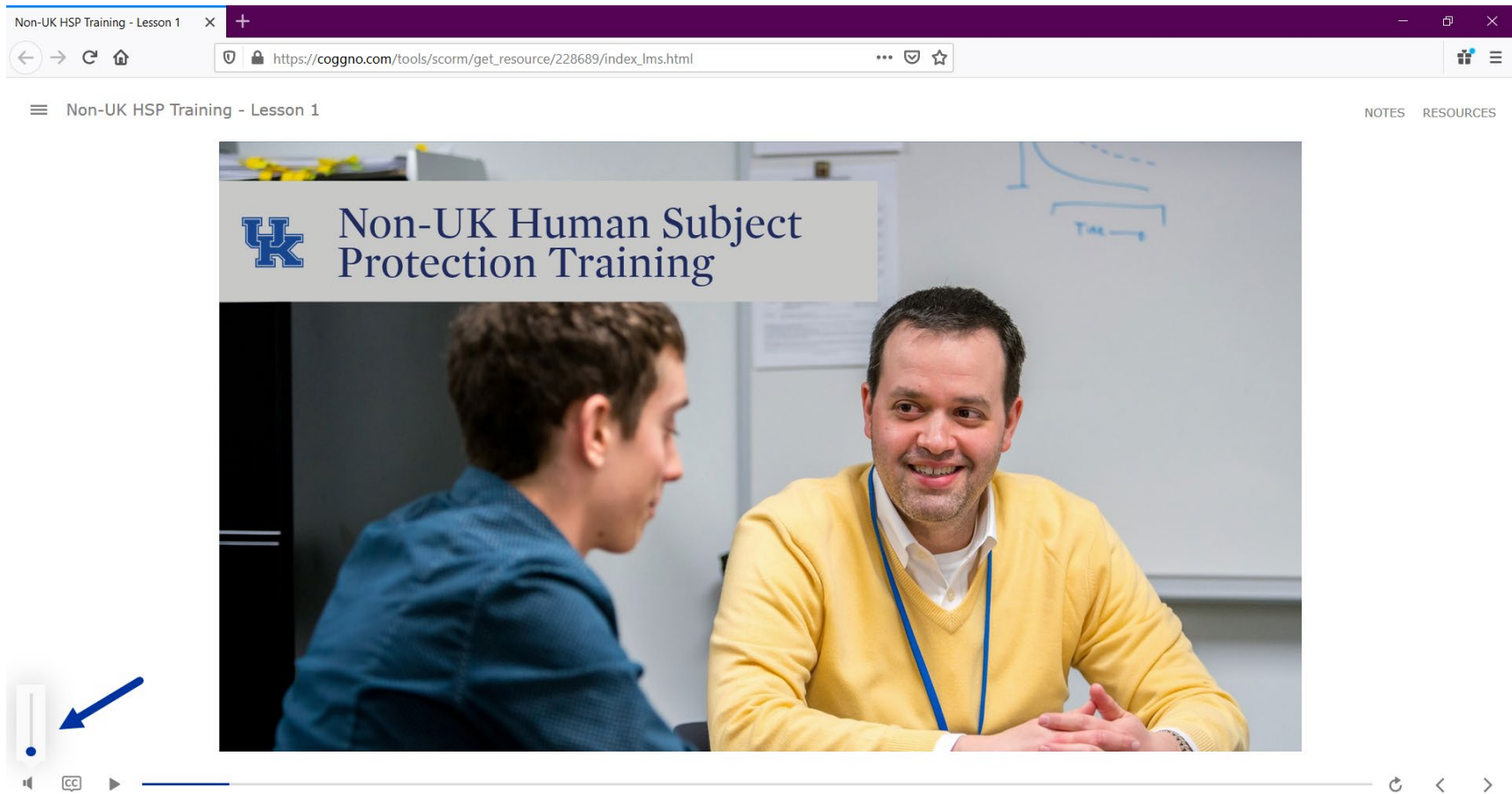


Screenshots continue on next page



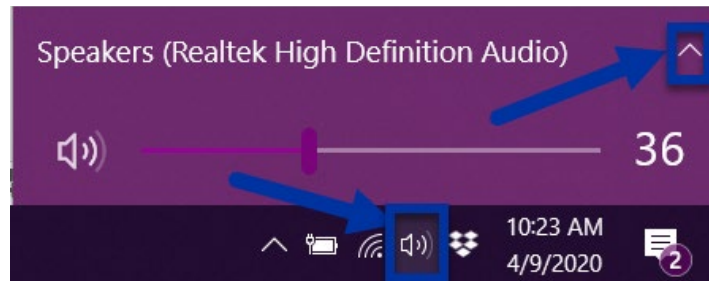
Problem(s): I can't hear the audio narration and/or read the text of the audio.

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.

Non-UK HSP Training - Lesson 1

https://coggn.com/tools/scorm/get_resource/228689/index_lms.html

Non-UK HSP Training - Lesson 1

NOTES RESOURCES

Non-UK Human Subject Protection Training

Hello and welcome to the first of five lessons in the Non-UK Personnel's Human Subject Protection training course!

In this first of five lessons, we will cover the history and context of ethical human subject research.

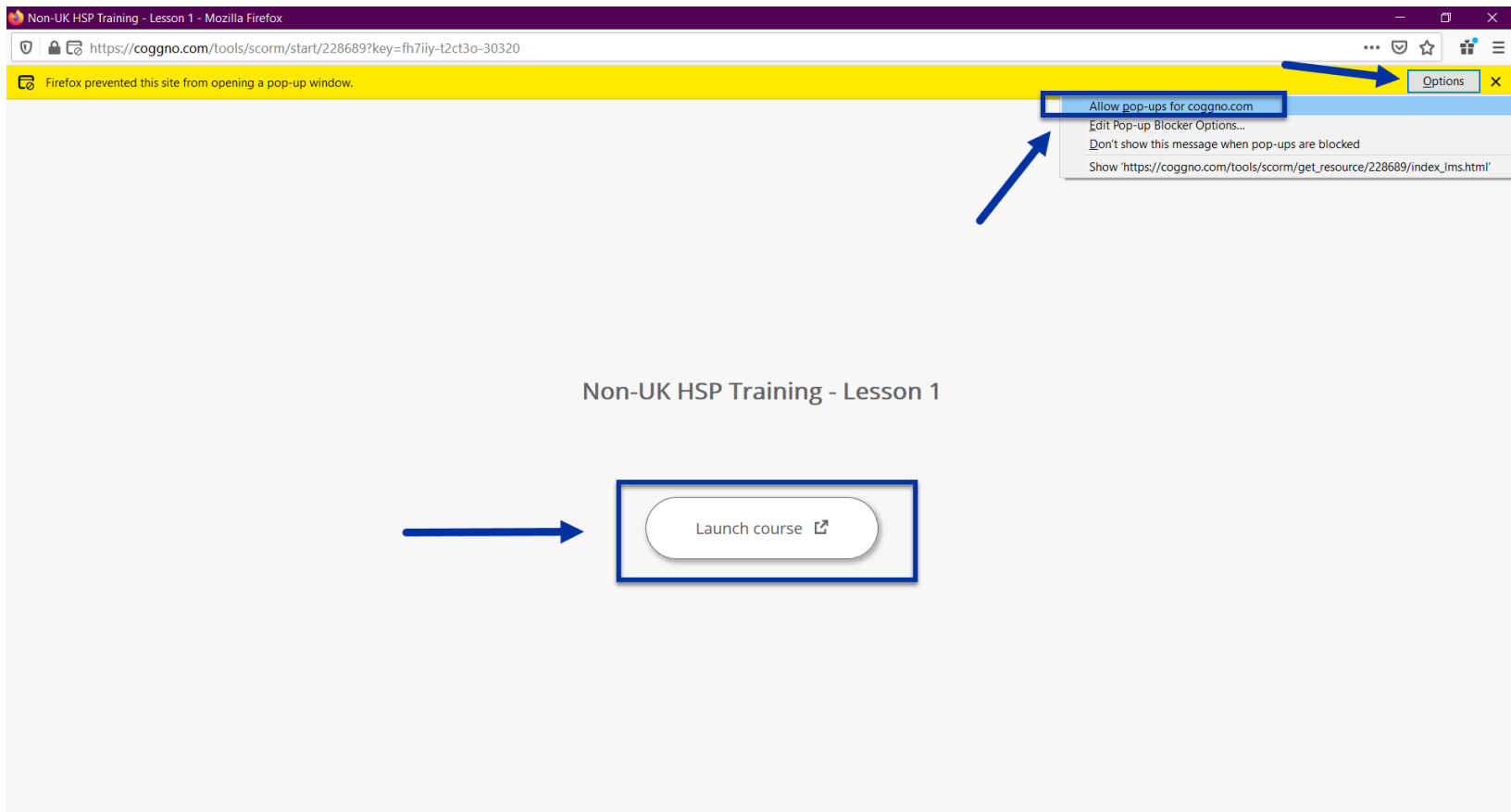
This course has audio narration, which contains essential content. To read along, you can click the closed caption button in the lower-left corner of the player, marked "CC". Or, if you'd like to mute the narration and read the content instead, you can click the audio button to mute, and click "notes" in the upper right-hand corner of the screen to view the narration in paragraph format.

Hello and welcome to the first of five lessons in the Non-UK Personnel's

CC

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 coggnoc.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.

Non-UK HSP Training - Lesson 1

https://cogno.com/tools/scorm/get_resource/228689/index_lms.html

MENU GLOSSARY

Non-UK HSP Training - Lesson 1

NOTES RESOURCES

Why It Matters

4 Reasons

- Ethical Reasons
- Legal & Disciplinary Reasons
- Quality Reasons

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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, Coggnoc.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.