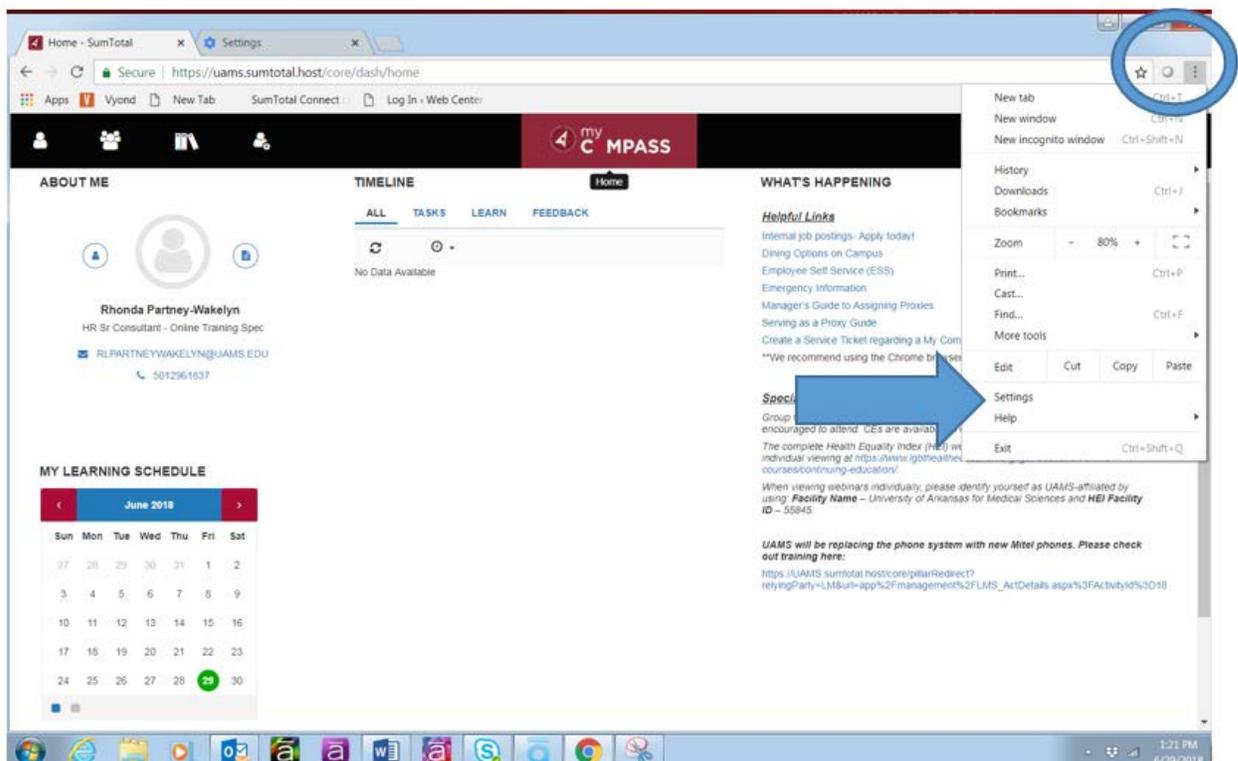


Troubleshooting Tips for My Compass

This tip sheet provides items to help you troubleshoot through common issues experienced by users in My Compass. After attempting to run through the items on the list below and you cannot resolve your issue, please file a Help Ticket with My Compass.

1. Access My Compass using the Chrome browser
2. Prior to attempting to complete training in My Compass, please enable Pop-Ups in Chrome (see instructions on how to enable pop-ups in Chrome).
3. Clear the browsing history before re-attempting to access the training activity after experiencing an issue with content loading in My Compass.
4. Any issues related to viewing content, refer to Settings-Content Settings by clicking on the 3 ellipses located in the upper right hand corner of the Chrome browser. You may enable pop-ups, allow cookies, and edit the Flash Player settings here.
5. If you receive an alert informing you that the Flash Player is blocked or disabled, click on the three vertical ellipses in the upper right hand corner of the Chrome browser. Next Click on Settings, scroll down the page to content setting and then click on Flash. Make sure that My Compass is not on the Block list for sites that block Flash. Under Add, add uams.sumtotal.host to the allow Flash Player list.

Step A: Click vertical ellipses followed by Settings.

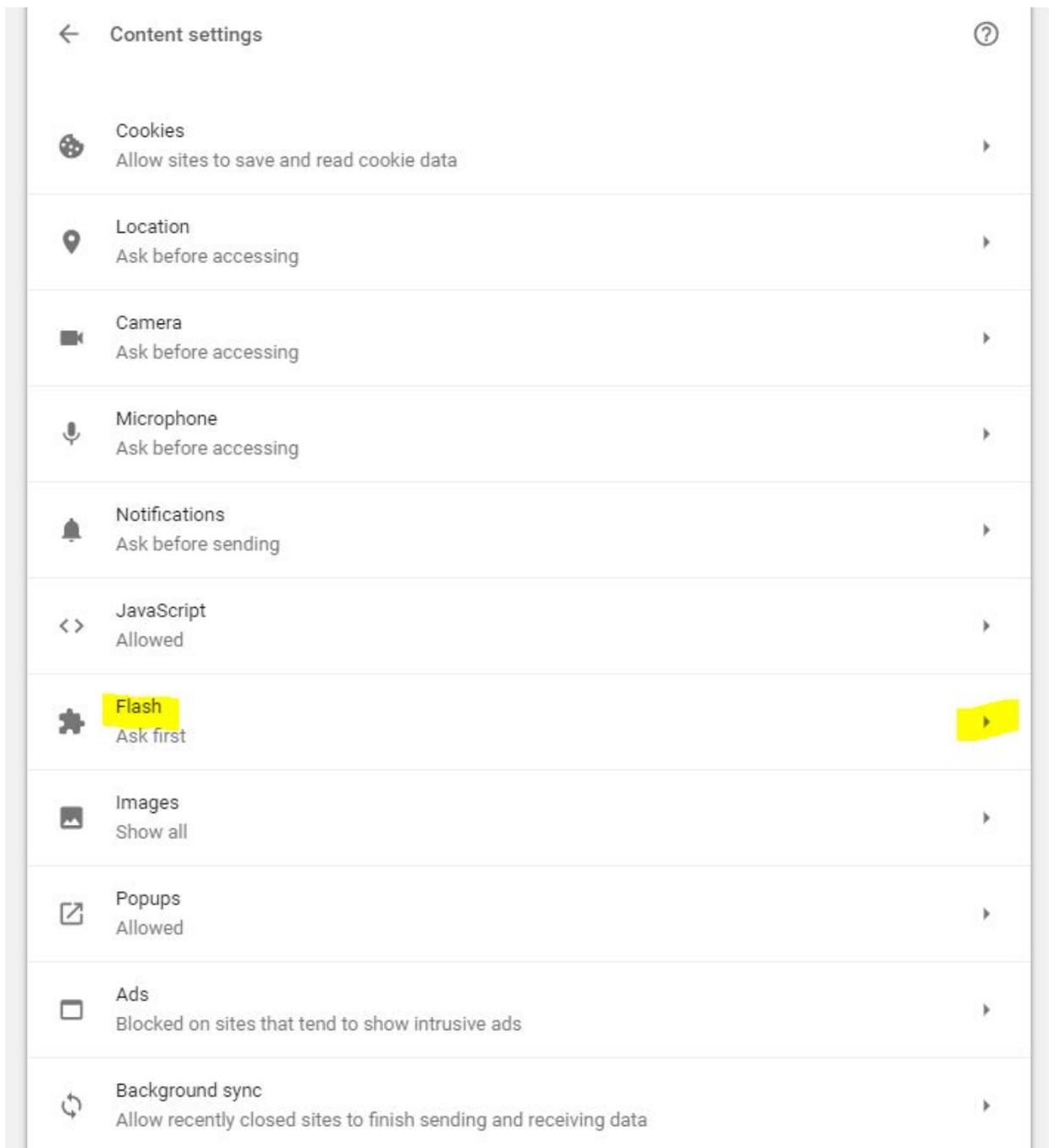


Step B: Scroll down to Advanced Settings and then under Privacy and Security click on Content Settings. From here you may enable your Flash Player Settings.

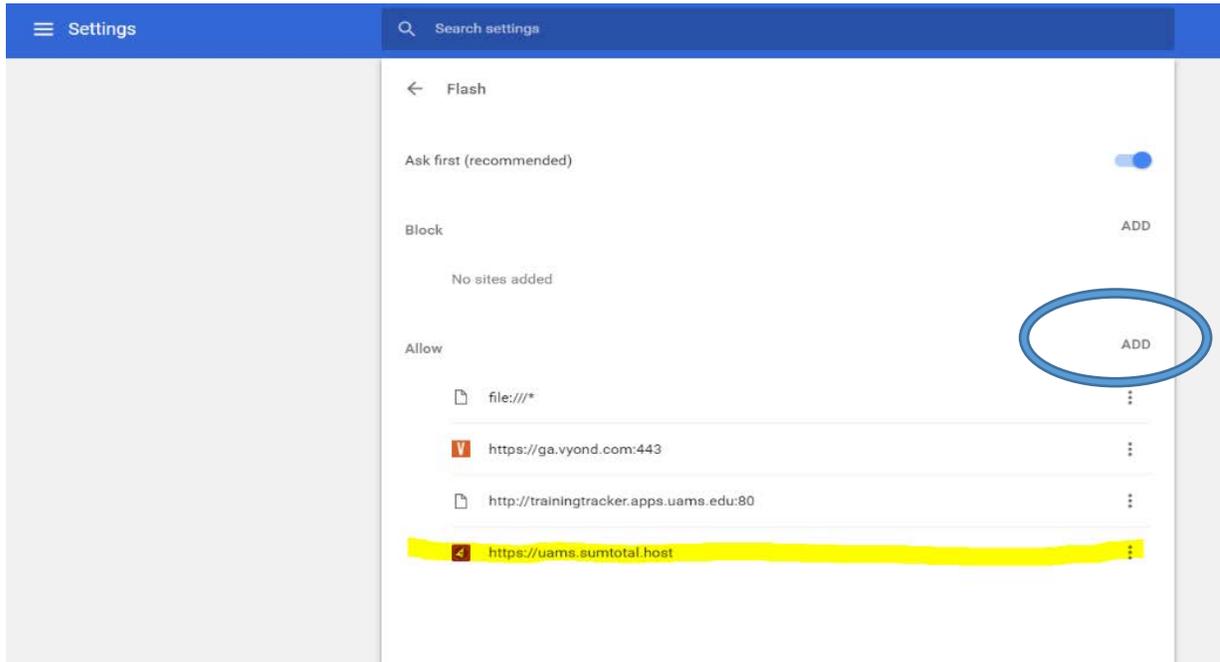
The screenshot shows the 'Advanced' settings page in Chrome. The 'Privacy and security' section is highlighted in yellow. It contains a list of settings, each with a toggle switch or an external link icon. The 'Content settings' option is also highlighted in yellow.

Setting	Toggle/Action
Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. Learn more	
Use a web service to help resolve navigation errors	<input checked="" type="checkbox"/>
Use a prediction service to help complete searches and URLs typed in the address bar	<input checked="" type="checkbox"/>
Use a prediction service to load pages more quickly	<input checked="" type="checkbox"/>
Automatically send some system information and page content to Google to help detect dangerous apps and sites	<input checked="" type="checkbox"/>
Protect you and your device from dangerous sites	<input checked="" type="checkbox"/>
Automatically send usage statistics and crash reports to Google	<input checked="" type="checkbox"/>
Send a "Do Not Track" request with your browsing traffic	<input type="checkbox"/>
Use a web service to help resolve spelling errors Smarter spell-checking by sending what you type in the browser to Google	<input type="checkbox"/>
Manage certificates Manage HTTPS/SSL certificates and settings	
Content settings Control what information websites can use and what content they can show you	
Clear browsing data Clear history, cookies, cache, and more	

Step C: Select Flash



Step D: Add uams.sumtotal.host to the Allow Flash list under Flash settings if the site is not listed under the Allow Flash Player setting. Click add to add My Compass to the Allow Flash Player list.



6. For users who are attempting to access My Compass at a remote site such as Freeway Medical or Children’s Hospital, instruct them to access My Compass via My Desktop.
7. Security Error when user launches a course: Click on the red X located in the upper right hand corner of the window next to the magnifying mirror. A pop-up window will display and inform you that the site is blocked. The site is secure!!!! This is an error we are receiving from Google Chrome and not our internal network. This problem is different from the blue, grey, or green screen users experience when their Flash Player isn’t working. Click on the link titled “Load Unsafe scripts” located in the pop-up box as shown in the screenshot below. This will enable the content to load. Sum Total is currently working with Google Chrome to correct this error.

