Certifying Officer Training Technical Guide
Solving video and audio issues

Video Requirements

- Flash :Adobe Flash Player 10.3 or later
- Browsers:
  - Windows: Works best with Google Chrome (latest version) and Firefox (latest version). If using Internet Explorer (IE)11, turn off compatibility mode.
  - Mac: Safari 7 and later, Google Chrome (latest version)

I cannot see the lesson videos

- Check your internet connection and make sure you meet the video requirements above.
- Make sure you have the latest version of Adobe Flash player and that is version 10.3 or later.
  - For instructions on how to verify if you have the latest version on Flash, please click here: http://isflashinstalled.com/

I cannot hear the lesson videos

- Make sure your web browser is up to date with the more recent version.
- If you're using IE, follow the steps below.
  - Open IE.
  - Click on Tools and select Internet options.
  - Click on the Advanced tab.
  - Under Multimedia, place a check mark on the following options: Play sounds in webpages
  - Click on Apply and OK.

I am using a screen reader

- Use JAWS 16 and later
- Use IE 11 and later
- Navigate with the tab button
- Use spacebar or enter to select on-screen objects

I am using Internet Explorer 11 and I cannot see the buttons

- Turn off the compatibility mode within IE. Instruction on how to do this are available here: https://www.howtogeek.com/128289/how-todisable-compatibility-mode-in-internet-explorer/

- The compatibility mode in IE is a feature that helps you view webpages that were designed for previous versions of the browser, however having it enabled can break newer sites that were designed for modern browsers.