



Student Troubleshooting

AlcoholEdu for College, Haven, & Transit
2015-2016

The following may be helpful should your students encounter technical issues with our courses.

Minimum System Requirements:

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

- Chrome 20+
- Firefox 14+
- Safari 5+
- Microsoft Internet Explorer 9+
- AlcoholEdu for College is also supported on the default browser on Android 4.0+
- Smartphones will not work

Resolve Most Issues w/ these 3 steps:

- **Switch browsers:** use Chrome or Firefox when you can instead of IE
- **Clear Cache:** <http://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 hit "control 0 (zero)" and on a Mac hit "command 0 (zero)".

Additional Troubleshooting Options:

- Close all other applications and tabs (i.e. iTunes, Facebook, YouTube, etc.)
- Full Screen mode: Windows, press F11/Mac, click View menu on the browser and select Full Screen
- Ensure the course is in its own browser window and not within a frame of the school portal or email client
- If on a wireless connection, try a wired connection
- Reboot the computer
- Disable all popup blockers and 3rd party toolbars
- 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?

Students 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:

http://support.everfi.com/sims/helpcenter/common/layout/SelfHelpHome.seam?inst_name=everfi

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

- Name of student
- Name of Course
- Description of problem
- Student's system details which they can tell you by going to: <http://supportdetails.com/>
- Screenshot of the problem
 - Directions to take a screenshot on a PC:
 1. At the point in which you have the problem hit your "Print Screen" button on your keyboard.
 2. Open Word
 3. Go to the Edit menu and click Paste
 4. Save the file
 5. Open your email and attach the file you just saved and send it back to me.
 - Directions to take a screenshot on a Mac:

1. At the point in which you have the problem hit Command+Shift+3 all at the same time on your keyboard.
2. This will save a picture of your screen on your desktop.
3. Open your email and attach the file you just created.
4. Another method for capturing screenshots in Mac OS X is by using the bundled Apple utility, Grab, located in the Applications > Utilities folder. To capture the screen with Grab, run Grab and then choose one of the capture modes from the "Capture" menu: Selection, Window, Screen, Timed Screen.