Experiencing technical issues while completing your e-Learning course? Here are a few things you can try that may help you get through the course:

- Double check that you meet the system requirements
- Double check that you've clicked every button or completed every interaction on the screen
- If you are revisiting a slide with a timed activity, you will need to wait through the entire timing again
- Log out of your account and log back in
- Use a different web browser (i.e. Microsoft Edge, Mozilla Firefox, Safari, Google Chrome)
- Make sure you have reliable internet (NOTE: e-Learning courses may have slower loading times depending upon your internet speed)
- Open the course on a different device (i.e. computer, tablet, smartphone) – once you get past the part you were having trouble with you can go back to the device you are most comfortable using (NOTE: You may experience issues when using a touch screen device. Use a computer for a more optimal learning experience.)
- If none of the above work, when launching your e-Learning course, choose to restart from the beginning instead of resuming where you left off

If you have tried doing each one of these and are still experiencing technical difficulties, please contact us at training@ndchildcare.org or 800-997-8515 (press 2).