

## Guide to Troubleshooting Access to Training

The four (4) most common issues with accessing courses:

1. **Pop-up web browser window is not opening:** When accessing the training portion of the course, the module is launched in a new web browser window. This function provides for the best viewing experience. If the settings in your web browser 'disable' pop-ups (default setting), you must change this setting to **'Allow' pop-ups**. Some browsers may prompt you to do this by showing an alert to blocked pop-up in the right side of the browser address bar (See Figure 1). See more detailed information below, in **Section 1: How to 'Allow' Pop-ups' in Chrome**.



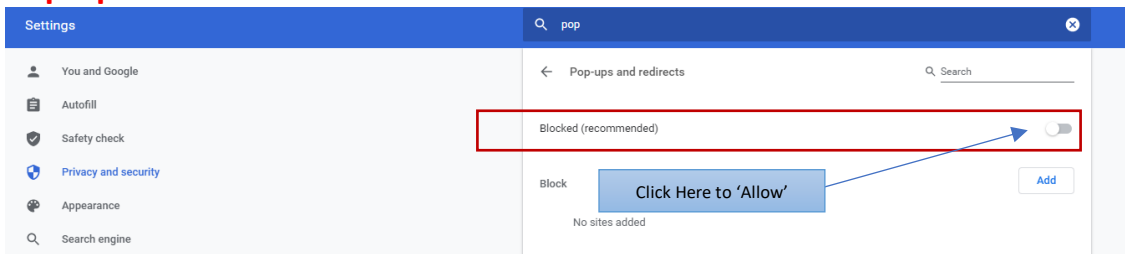
Figure 1: Chrome browser pop-up blocked alert.

2. **Differentiating between 'course' and 'professional certification' modules:** Some students find it difficult distinguishing the function of the 'Professional Certification' module from the 'Course' module on the main page of the learning management system (LMS). All required course modules (e.g., GMP01, GMP01, GLP04, GCP003, PRA03, etc.) will need to be completed before students can access their Professional Certification (e.g., GMP001S1, AV01, GCP00A2, VAL00S2, etc.). See more detailed information below, in **Section 2**, on differentiating between course and professional certification modules in the LMS.
3. **Navigating the sections of the course page in the LMS:** Some students experience confusion distinguishing the different links on the 'Course page' section. See more detailed information in **Section 3** below on navigating the sections of the course page in the LMS.
4. **Error Message- Unauthorized or not authenticated to access:** Due to a high corporate security settings found in web browsers and network firewalls, we have encountered a growing number of issues where students receive error messages when the course content 'pop-up' window appears. The error message may say that 'you are unauthorized to access this content' or 'you are not authenticated to access this content'. See details in **Section 4** below to overcome this issue.

# 1. How to Allow Pop-ups Using Chrome Web Browser?

1. On your computer, open **Chrome**.
2. At the top right, click '**More**' (i.e., the vertical 3 dots at the end of the menu bar).
3. When menu drops down, select '**Settings**'.
4. Under "**Privacy and security**," click '**Site settings**'.
5. Click **Pop-ups and redirects**.
6. At the top, set the setting to **Allowed**. (You can set it so just BiopharmaInstitute.com is Allowed, if desired). There is a sliding switch on the right side of the page where it says "Blocked" ... You will slide this so that the setting is "Allowed". See below:

## Pop-ups Blocked:



## Pop-ups Allowed:

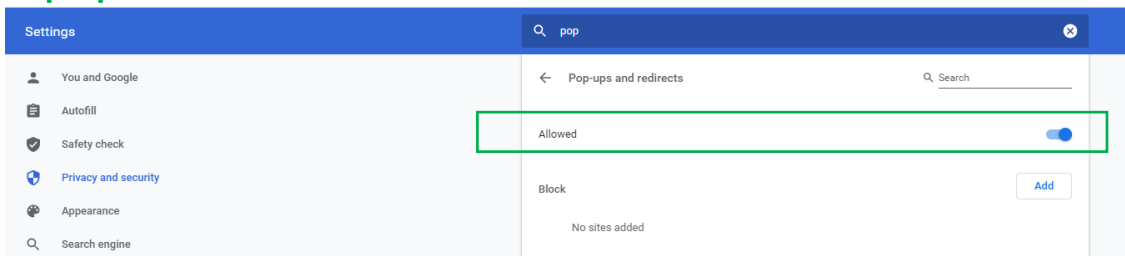


Figure 2: Chrome browser pop-up blocked alert.

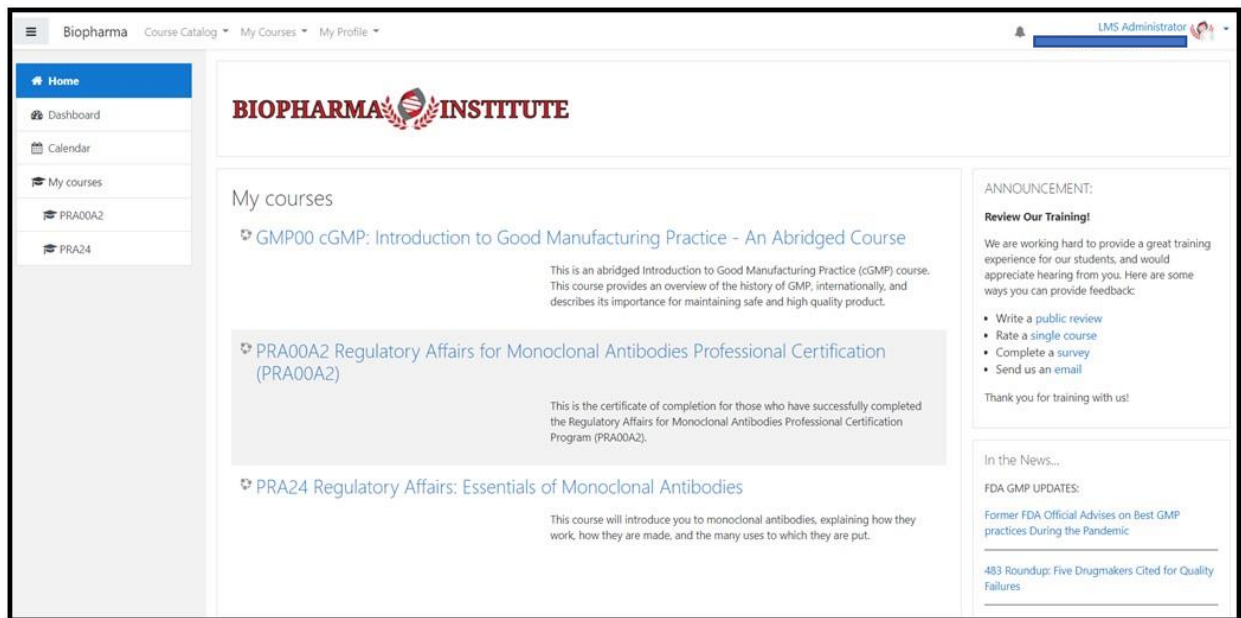
## 2. Differentiating between 'course' and 'professional certification' modules in the LMS

When you log into the LMS, students are taken to the main page, listing both 'Courses' and 'Professional Certifications' modules.

In the example below, **PRA24** is an individual course.

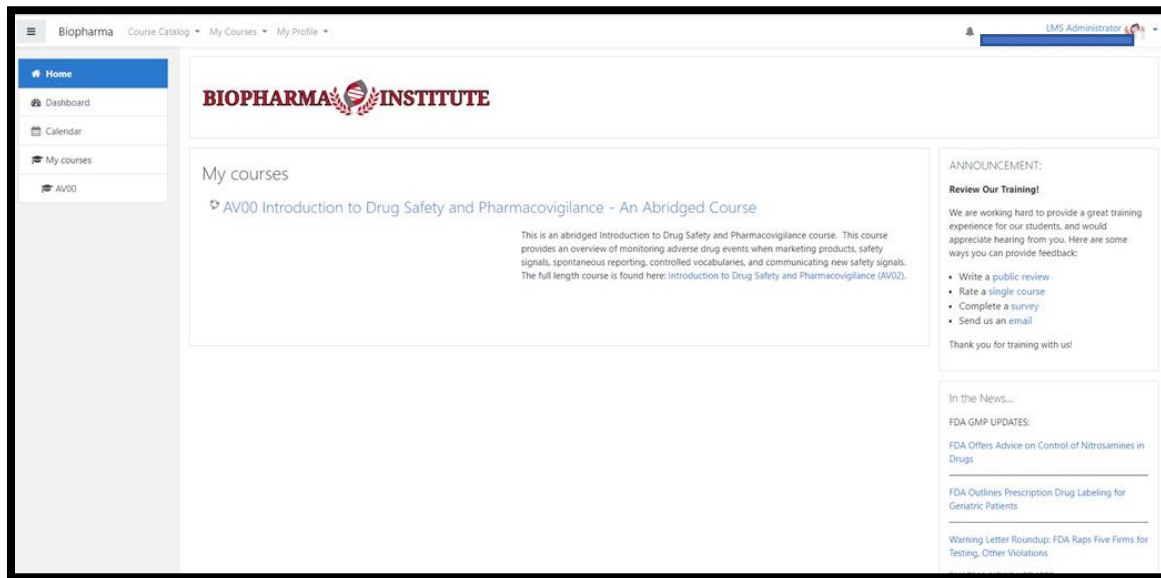
The **PRA00A2** is access to professional certification documents. Students must enter and complete all the individual courses before they can access the professional certification documents.

Some students may see the professional certification module but will not be enrolled into all the courses necessary for that certification. Therefore, they can ignore the professional certification module.

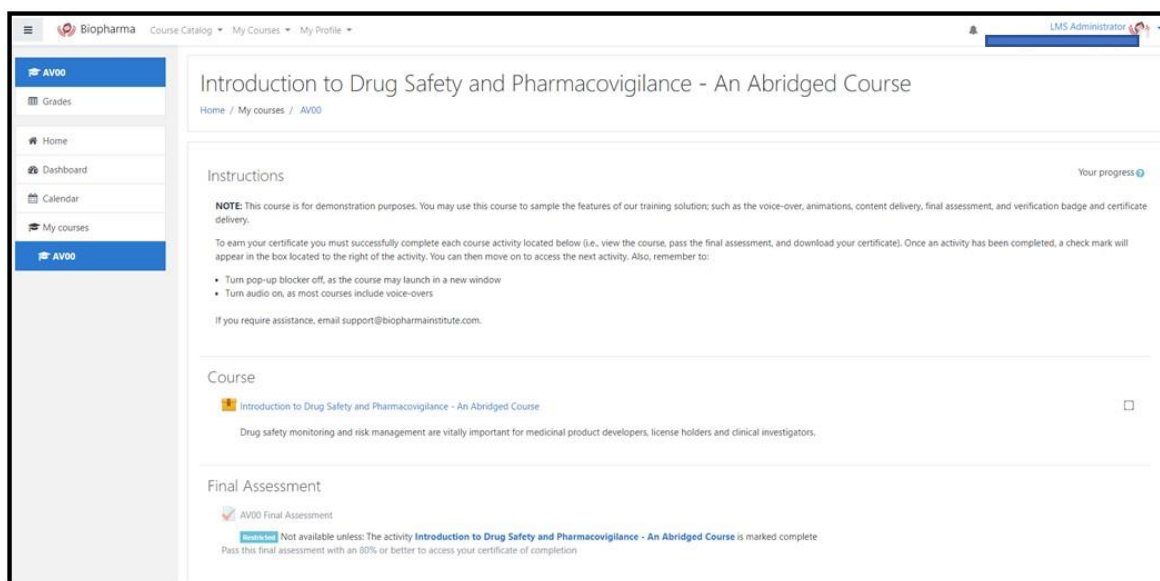


### 3. Navigating the sections of the course page in the LMS

Once you log into the learning management system (LMS) you will be at your home page. Here, you will see the list of courses. In this example, there is listed only one course, *AV00 – Intro to Drug Safety and Pharmacovigilance – An Abridged Course*:



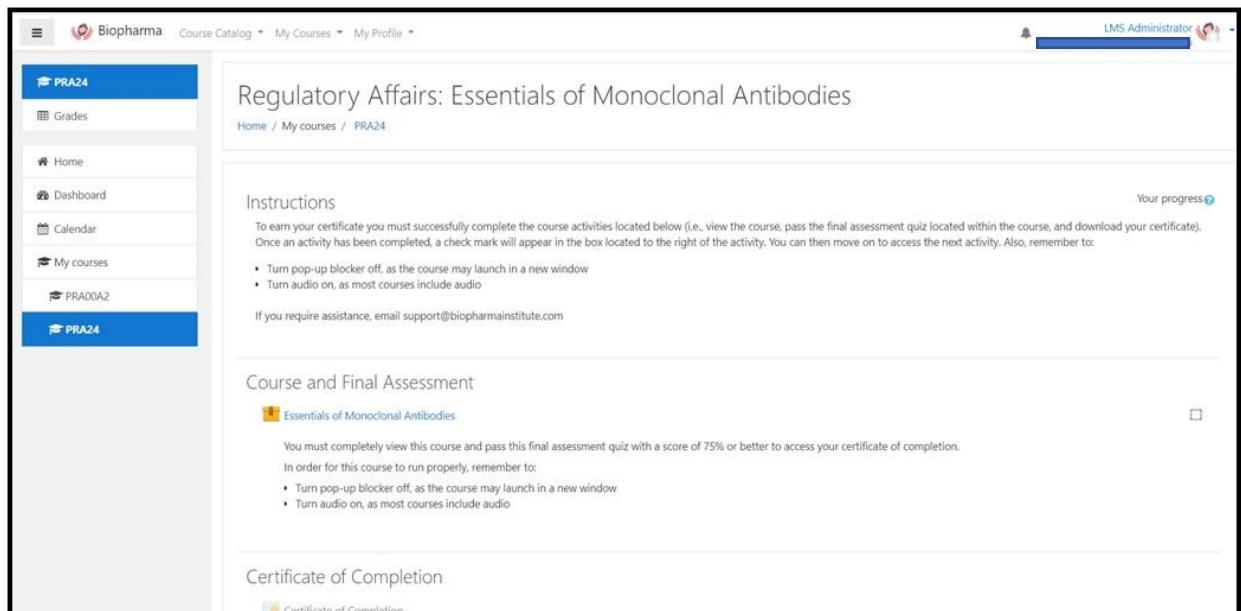
You can click on the course link to access the course page (see the course page, below):



On the course page, you can access these sections:

- The **'Course' Training Materials and Presentation** by following the link under *Course* (Note: Your Web Browser Pop-up Blocker should be turned off to 'Allow' pop-ups).
- The **'Final Assessment'** is accessible to students once the 'Course' Training Materials and Presentation section is completed.
- The **'Certificate'** is accessible once the 'Course' Training Materials and Presentation and 'Final Assessment' are completed.

Some courses have the 'Course Materials' and 'Final Assessment' packaged into one module. See below.



#### 4. Error Message- Unauthorized or not authenticated to access

If you are receiving this message, it is likely to be an issue related to your corporate network security settings; although there are additional reasons this may occur. We can help navigate through resolving this issue.

If this message occurs, it is because the course you are attempting to reach is hosted on an external system through an embedded link. The 3rd party system requires an authentication, and if your corporate network does not allow for this

3rd party authentication to occur, then this error message is the result. There are a couple things you could do to gain access:

- **Ask your IT team** if they could whitelist the domain: **app.cloud.scorm.com**
  - Student's network access needs to communicate with app.cloud.scorm.com. Thus, the domain address, app.cloud.scorm.com, must be whitelisted, or not blocked by network security / firewall.
  - See: [Cloud Client LMS Requirements](#)
- **If possible, try a different web browser.** Some web browser settings maybe more restrictive than others and could be contributing to this error.
- **If possible, use a different computer,** one which is not behind the same corporate firewall, such as a home computer. I understand this this may not be ideal, but it would likely solve the issue causing this error.

## Require Additional Support?

Call: (201) 301-8370 or email: [support@biopharmainstitute.com](mailto:support@biopharmainstitute.com)

Thank you for choosing Biopharma Institute.  
We are looking forward to assisting you with any issue you experience.