

### 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., GMP01S1, 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 <u>unauthorized</u> to access this content' or 'you are not <u>authenticated</u> 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 is says "Blocked" ... You will slide this so that the setting is "Allowed". See below:

#### Pop-ups Blocked:

Sett	ngs	Q pop	8	
:	You and Google	← Pop-ups and redirects	Q Search	
	Safety check	Blocked (recommended)		
•	Privacy and security	Block Click Upera to (Allow)	Add	
۲	Appearance	CIICK HERE TO Allow		
Q	Search engine			

### **Pop-ups Allowed:**

Settings		Q рор		8			
÷	You and Google			← Pop-ups and redirects	Q Search		
Ê	Autofill			Allowed		-	
0	Safety check						
0	Privacy and security			Block		Add	
	Appearance			No sites added			
Q	Search engine						
		The following pop-ups we http://www.popupt http://www.popupt Always allow pop-up Continue blocking Manage pop-up blocking.	ere blo est.co ups fr pop-u	Done			

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:

Biopharma Court	e Catalog • My Courses • My Profile •	LMS Administrator
# Home		
2 Dashboard	BIOPHARMA	
🟥 Calendar		
🞓 My courses	Muleoureer	ANNOUNCEMENT:
<b>₩</b> A400	AV00 Introduction to Drug Safety and Pharmacovigilance - An Abridged Course This is an abridged troduction to Drug Safety and Pharmacovigilance course. This course provides an overview of monitoring adverse drug events when marketing products. Safety signals, spontaneous reporting, controlled vocabularies, and communicating new safety signals. The full length course is found here: Introduction to Drug Safety and Pharmacovigilance (AV02).	Review Our Training! We are working hard to provide a great training experience for our students, and would appreciabe hearing from you. Here are some ways you can provide feedback: • Write a public review • Rate a single course • Complete a survey • Send us an email Thank you for training with us!
		In the News FDA GMP UPDATES: FDA Offers Advice on Control of Nerosamines in Drugs
		FDA Outlines Prescription Drug Labeling for Geriatric Patients
		Warning Letter Roundup: FDA Raps Five Firms for Testing, Other Violations

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

😑 🤣 Biopharma	Course Catalog * My Courses * My Profile *
🗭 AV00	Introduction to Drug Safety and Pharmacovigilance - An Abridged Course
# Home	
2 Dashboard	Instructions Your progress O
🛗 Calendar	NOTE: This course is for demonstration purposes. You may use this course to sample the features of our training solution; such as the voice-over, animations, content delivery, final assessment, and venification badge and certificate
🗯 My courses	delivery. To an user certificate user must accessfully consulted auch course writely located below (a user the rouge part the final programment and doubled user certificate). One as article has been consolited a check must will
¢€ AV00	appear in the box located to the right of the activity. You can then move on to access the next activity. Also, remember to:  • Turn po-up blocker off, as the course may lounch in a new window • Turn audio on, as most course induct work oncovers If you require assistance, email support@biopharmainstitute.com.
	COURSE  Introduction to Drug Safety and Pharmacovigilance - An Abridged Course Drug safety monitoring and risk management are vitally important for medicinal product developers, license holders and clinical investigators.
	Final Assessment  WWO Final Assessment  Museum Not available unless: The activity Introduction to Drug Safety and Pharmacovigilance - An Abridged Course is marked complete Pass this final assessment with an 80% or better to access your certificate of completion

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: <u>Cloud Client LMS Requirements</u>
- **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: <a href="mailto:support@biopharmainstitute.com">support@biopharmainstitute.com</a>

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