Troubleshooting User Issues in Skillport

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Logging Into Skillport

If users experience problems logging into Skillport through the [ds link] or not able to launch courses due to the error listed below, here are some troubleshooting techniques to use so they are able to get to their Skillport profile.

If users receive an error “contact your training administrator”, or “resource cannot be found” this usually means that the user’s credentials and the system’s credentials are not matching up.

To troubleshoot this error:

1) Make sure they are a current employee with their information entered into PeopleSoft by your HR department
2) Have user click following link to verify the their credentials:
   [https://portal.calstate.edu/myinformation.aspx](https://portal.calstate.edu/myinformation.aspx)

The link will verify the user’s credentials and if any of the entries have a red “X” next to them, they will need to contact campus IT or ITS Help Desk to assist them on getting their credentials to match correctly.
Courses NOT Launching

Users may get to their CATALOG or MY PLAN section of their profile and click the course to launch it and “nothing will happen”. The majority of the time this is due to a pop-up blocker being enabled on their browser. Here are the steps to take to have their pop-up blocker disabled for the site.

Internet Explorer Users

Usually if nothing happens on the first time you click the launch button a prompt will appear at the top or bottom of the screen (depending on which version of Internet Explorer is being used). Users can allow the pop-ups for this site and the browser will remember not to block pop-ups from Skillport.

If you do not get a prompt, you will need to manually go into your pop-up blocker setting:

Click on Tools > Pop-up Blocker > Turn off Pop-up Blocker

If you would like to allow Pop-ups for the site:

Click Tools > Pop-up Blocker > Pop-up Blocker Settings

Enter the Skillport address listed in the screen shot below or centralstationu.skillport.com
Firefox Users

Firefox will also prompt you if your pop-up blocker is enabled with a prompt in the top part of the browser. Make sure to click “Always Allow on this site”.

To manually disable pop-ups in Firefox: Click Firefox Menu Tab in top Left hand corner.

Click Options > Content Tab, Click Exceptions next to the Block pop-up windows

![Firefox Options](image1)

Allow for the site listed below:

![Allowed Sites](image2)

Site: centralstationmusicport.com  Status: Allow
Google Chrome Users

Chrome will prompt you if your pop-up blocker is enabled. You will want to click “Always allow pop-ups from centralstationu.skillport.com”

To manually disabled pop-ups:

Click the Chrome menu Chrome menu on the browser toolbar.

Select Settings > Click Show advanced settings.

"Privacy" section, click the Content Settings button.

In the "Pop-ups" section, click Manage exceptions.
Safari Users

To allow pop-ups click on the Safari menu and make sure the Block Pop-Up Windows is unchecked.

You may also go through the following steps to disable your pop-up blocker:

1. Click on the Safari menu and click “Preferences” > Click on the Security tab.
2. Uncheck the Block pop-up windows.
3. Click on the Safari menu and make sure the Block Pop-Up Windows is unchecked.
Courses NOT Displaying Content

If a course is able to launch in another window, but ends up not loading the content (Loading keeps spinning, navigation tools don’t load, etc.) this is usually related to a Java Issue. Though Skillport is starting to move away from Java components in their training, they still recommend that all users are running the latest version of Java on their computer until the components have been fully removed.

Skillport has a 3 step process on how to identify the issues related to Java and courses not loading content. Please click this link: http://support.skillsoft.com/customer/SPJava.htm or follow the instructions below:

1) Run a Browser Test. You will need to input your e-mail address to run the test which will serve as reference if you need to contact SkillSoft support later to help troubleshoot any issues you may have with your browser.

2) Make sure your browser is optimized for Skillsoft Content. This will give you some helpful steps to make sure Java and your browser is running the optimal settings for running SkillSoft course content. If the directions seem complicated, do not hesitate to contact your IT or ITS Help Desk to assist you in these steps. You are also more than welcome to contact SkillSoft support through their live help feature: http://support.skillsoft.com/livehelp/
   a. Internet Explorer
   b. Chrome
   c. Firefox
   d. Safari

3) Contact a SkillSoft support team member to assist you in troubleshooting the issue. Not all problems are created equal and some issues require more attention than others. SkillSoft has support available around the clock to resolve these issues. Please run the Browser Test prior to contacting SkillSoft support. Providing your e-mail address to the support team after the browser test will help them assist you quickly and identify the problem.

![Browser Test Form](http://support.skillsoft.com/customer/SPJava.htm)
JAVA Prompts

Do I have the most recent version of Java?
Skillsoft is currently running Java components on its courses. We recommend the latest version of Java is installed on your computer to minimize the amount of problems launching courses.

How do I know if I have the latest version of Java?
Go to Java.com and Click the “Do I have Java?” link on the homepage.

If you do not have the latest version of Java it will ask you to update it.

You can also run a Browser Test via the Skillsoft site and it will let you know what version of Java you are running.

<table>
<thead>
<tr>
<th>Test</th>
<th>Result</th>
<th>Your Computer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Pass</td>
<td>Microsoft Windows 7</td>
</tr>
<tr>
<td>Browser Type</td>
<td>Pass</td>
<td>Internet Explorer</td>
</tr>
<tr>
<td>Browser Version</td>
<td>Pass</td>
<td>7.0</td>
</tr>
<tr>
<td>Adobe Flash</td>
<td>Pass</td>
<td>11.3.300.257</td>
</tr>
<tr>
<td>Java Environment</td>
<td>Pass</td>
<td>Oracle Corporation Version 7.0 Update 51 (1.7.0_51)</td>
</tr>
<tr>
<td>PopUp Blocker</td>
<td>Pass</td>
<td>No PopUp Blocker Detected.</td>
</tr>
</tbody>
</table>
Should I allow Java to run when it prompts me?
Currently, the majority of the Skillsoft courses are running Java components within their courses. When launching a course for the first time; it may ask to run a Page Player or CCA Player. When prompted, please click “Run”. This will allow the course to run the necessary components to launch the course properly.

If you are running Java from Firefox and Google Chrome the prompts will look similar to the screen shots below. Please allow to “allow and remember” or “always run for this site”.

![Java Player](image1.png)

![Java Player](image2.png)