1. Which web browsers are compatible to launch the online courses?

We highly recommend to use Chrome, Firefox, and Safari. Edge and Internet Explorer do not work well with launching the online course.

2. What should I do when I launch the course and it is a blank page?

Make sure you turn off your pop-up blockers on your browser to launch the course. You only have to do this once on the browser you are using, and it will remember your settings the next time you launch a course.

**Safari Browser**

If you try to launch a course with the Pop-up blocked enabled, you will see the following message: “Initializing Lesson. Please wait…” and nothing else will happen.

Pop-up windows are blocked on default for the Safari browsers. Please go to Security settings in the Safari Preferences (Safari > Preferences > Security). Uncheck the Block pop-up windows box. Then relaunch the course.
Firefox Browser

Pop-up windows are blocked on default for the Firefox browsers. Please click on the “brick-like” icon on the top of the page near the URL. Select Allow and Remember. Then relaunch the course.

Chrome Browser

If you try to launch a course with the Pop-up blocked enabled, it will seem as if nothing has happened. However, a pop-up was blocked and you will see this at the top right hand corner of the page.

Pop-up windows are blocked on default for the Chrome browsers. Please click on the icon on the top right-hand corner. Select “Always allow pop-ups from…” Then select Done and relaunch the course.

3. What should I do if I receive an error message?

You will need to clear your cookies and cache on your browser, close the browser, log back into Axess and relaunch the course.
Below are two links on how to clear your cookies and cache.

Links to clear cookies and cache
Below are instructions on how to re-launch the course in STARS.

Re-launch course in STARS

1. Log into Axess
2. Click on STARS
3. Click on “All Learning” under My Training
4. You should see the course under “Action Needed: Launch/Complete”
5. Click on the green “Launch” button
6. You should see Table of Contents page
7. Click on “Re-Launch” to launch the course

4. What if I am still experiencing issues after I have tried to clear my cookies and cache and try to re-launch from another web browser?

If it is a Sexual Harassment course, please contact Get Inclusive’s Tech Support for technical assistance.

For all other courses, please submit a help ticket to STARS.

5. How do I check if I have completed the course?
You can check if your course is completed on your All Learning page in STARS. Please see below steps to your All Learning page.

**Training History**
1. Log into Axess
2. Click on STARS
3. Click on “All Learning” under My Training
4. Click on “Training History” and you should see all the courses you have taken