AMERICAN ARBITRATION ASSOCIATION®

Online Course/Program Troubleshooting Guide

NOTE: Individual computer settings and company/firm firewall configurations can affect access to online courses/programs and impact their ability to run correctly. If you encounter any such issues first check to make sure your computer is using either Internet Explorer or Firefox browser. If the issue persists, contact your network administrator to see if they can provide assistance. The information below provides guidance on the most common issues related to accessing and running online courses/programs.

IMPORTANT INFORMATION FOR MAC USERS

Our online courses and programs are generally **not** compatible with Mac computers. Our courses and programs are most compatible with PCs using either Internet Explorer or Firefox web browsers, so we recommend using a PC if one is available to you.

An element called "Flash Player," is required to run our courses. Flash is disabled by default in Safari, the MAC browser. Enabling Flash on MAC machines should allow our courses to run. The following link provides information on how to do this: http://osxdaily.com/2013/12/18/enable-flash-plugin-specific-websites-safari-mac/. If you do not have access to a PC you may want to give this a try.

General Troubleshooting Information

1. **How do I disable pop-up blockers?**
   Information on how to disable pop-up blockers for each of the main web browsers (Internet Explorer, Firefox, Chrome, and Safari (Macintosh) can be found by Googling the phrase "disable pop-up blockers."

2. **When I click the link to launch the course/program, the course/program will not launch/begin.**
   This issue is most common with the Chrome browser (or Macs if the Flash Player has not been enabled). First, check to make sure the pop-up blocker has been disabled. If you are using Chrome and the pop-up blocker had been disabled and the problem persists, try switching to Internet Explorer or Firefox. If you are using a Mac, see the IMPORTANT INFORMATION FOR MAC USERS above.

3. **I am getting the course/program audio, but cannot see the slides or the slides will not advance?**
   This issue is most common with the Chrome browser (or Macs if the Flash Player has not been enabled). First, check to make sure the pop-up blocker has been disabled. If you are using Chrome and the pop-up blocker had been disabled and the problem persists, try switching to Internet Explorer or Firefox. If you are using a Mac, see the IMPORTANT INFORMATION FOR MAC USERS above.

4. **I can see the slides, but I'm not getting any audio.**
   Check to make sure your speakers are on and that the volume on your computers has not been muted. Note: Some online presentations do not have audio associated with them.

5. **Course/Program crashes or freezes at some point.**
    This issue is most common with the Chrome browser (or Macs if the Flash Player has not been enabled). First, check to make sure the pop-up blocker has been disabled. If you are using Chrome and the pop-up blocker had been disabled and the problem persists, try switching to Internet Explorer or Firefox. If you are using a Mac, see the IMPORTANT INFORMATION FOR MAC USERS above.

6. **Unable to resume where I left off when returning to view a _recorded_ webinar?**
    Relaunch the recording. When prompted to begin where you left off, click "No." This will take you to the beginning of the recording. Advance to the slide that looks similar to the image below (the slide will display the title of your particular webinar). To advance the recording to the point where you left off, simply drag the status bar (shown by the red arrow in the image below) to the right.
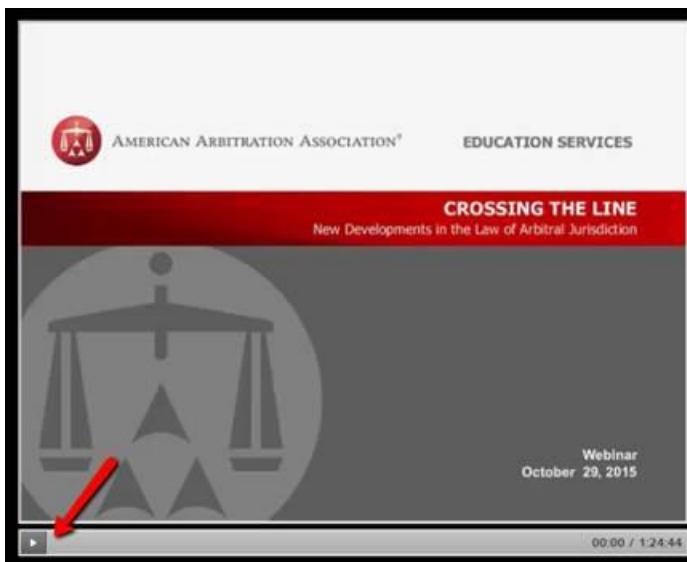
7. **Encountering issues advancing through slides on a self-paced study course.**
    Relaunch the program. You have the option of beginning where you left off, or starting the program from the beginning. NOTE: Until you have advanced through a section of the course, you cannot "jump-ahead" and clicking the Next button too many times may lock the program requiring a restart.

8. **How do I register for a course/program?**
    You can register online for any of our publically available courses/programs at our website www.aaau.org and click the Courses tab. A user account is not needed to browse and register for courses or programs. **NOTE FOR AAA PANELISTS -** To browse and register for "Panelist Only" ACE courses, you must login using your membership login credentials.

9.   **What happens once I register?**
     You will immediately receive confirmation of your registration and directions for accessing the course/program you're registered for. You will also receive an email receipt for your payment. These will be sent to the email address used during the registration process. NOTE: Please know that some firewalls do not allow emails to be sent directly to your address so be sure to check your bulk/spam folders, if you do not receive your confirmation email or email receipt. If you ever have a question please feel free to contact us at AAAEducation@adr.org or (212) 716-3977.

10. **I did not receive a confirmation email for my registration and/or did not receive an email receipt for my purchase.**
     Some firewalls do not allow emails to be sent directly to your address so be sure to check your bulk/spam folders. If you ever have a question please feel free to contact us at AAAEducation@adr.org or (212) 716-3977. Alternatively, if you have an account established, you can access any of your online purchased programs after logging in on www.aaau.org where the links are listed under the "My Transcripts" tab in your profile.

11. **Credit Card Processing Issue – Your Transaction Was Not Approved**
     If after entering your credit card/billing information and clicking the "Pay Now" button, you receive the message "Your transaction was not approved. Please try again" (as shown below), it most likely means that some part of the information you entered did not **exactly** match the credit card information the issuing credit card company has on file. This could be anything from the credit card number is wrong or the expiration date is wrong to some element of the address is wrong or doesn't match what is on file, e.g. "Ln" instead of "Lane." Try again and take care to ensure all information entered is accurate to what the issuing credit card company has on file.
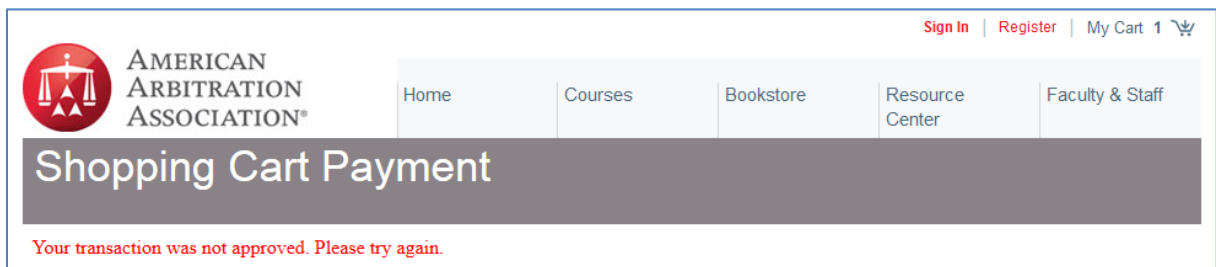
12. **Do you offer education credit for attending online/recorded courses/programs?**
     CLE is currently not offered on AAA recorded course/programs. Some jurisdictions will allow CLE credit for online programs, and we suggest that you confirm CLE credit availability for this type of program with the appropriate state CLE regulator. For most programs, a Certificate of Attendance can be downloaded immediately following completion of the assessment. Alternatively, a certificate can be provided upon request.

13. **There are others who would benefit from this presentation/course; can I allow them to use my access to the presentation/course.**
     URLs or other course links for online programs should not be shared.