Steps to Remedy Problems Accessing Online Training Courses in CPD E-Learning Zone

If you are having problems accessing online training courses in the E-Learning Zone, it may be caused by one of several factors. If you are unable to log in to the E-Learning Zone at all, start by contacting the CPD by calling 585-475-6200 or emailing cpdcoop@rit.edu.

We have included several troubleshooting tips below with steps that show you how to configure your own computer if you encounter problems accessing the materials. Please note that if you’re using a PC the preferred browser is Internet Explorer and if you’re using a Mac the preferred browser is Firefox (Safari is not supported). Make sure you’ve installed the latest version of Adobe Flash Player, Adobe Reader, and enable Java on your web browser.

- If you log in and click the blue play button ( ) and nothing happens, make sure to disable your popup blocker.
- If you click the blue play button ( ) and a popup appears but it says “loading…” for longer than a minute, check to make sure you have Java installed and enabled. If you’re using Chrome you’ll need Java version 6, and if you’re using Firefox or Internet Explorer you’ll need Java 7. Firefox users need to click the red box icon ( ) in the top left corner of the new window to enable Java.

Labs are also available on campus if you do not wish to configure these settings on your personal computer. Click here for a full list of lab locations and hours. For assistance configuring any of these settings, use these instructions as a reference when contacting the following support areas:

- **Students** can contact Resnet (585-475-2600 or resnet@rit.edu) or the ITS Service Desk (585-475-4357 or servicedesk@rit.edu).
- **Faculty/staff** can contact their department or college’s IT administrator or the ITS Service Desk.
- **Skillsoft** customer support is also available 24/7 by phone (1-866-754-5435) or Skillsoft Helpdesk Chat.

More helpful information about how to use the E-Learning Zone is available on the CPD website. If you have additional questions, concerns, or problems, please contact the Center for Professional Development by calling 585-475-6200 or emailing cpdcoop@rit.edu.