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| --- | --- | --- | --- | --- | --- |
| **Symptom** | **Cause** | **Actions** | **Guide** | **Escalate** | **Who can help** |
| ‘Cant log in’‘Cannot access the training’‘Link doesn’t work’‘Cant find link’ | Email has been forwarded from someone else, and the link has been stripped out by email client.Email is has typoEmail has gone to spam/junk | Check email on account is correct.Resend email from Communications tab.Send password reset email.Provide default login page training.ipaf-pal.org and advise to log in with email and password. | <https://support.spongelearning.com/hc/en-gb/articles/211441489-How-to-Login-or-Sign-up-to-your-Account>  | No | User, Training center |
| Finished module but no receipt/certificateWont completeSection 11 but wont saveExam | Slow internet, high latency,Using IE11.Some settings in Firefox can block completion status. | Ask for system checker results (so that support can investigate cause) and escalate to be resolved. |  | Yes – Sponge can log user details, manually save completion and supply certificate | Sponge |
| Refused to connectCloudfrontError when click on module | Authentication cookie has expired/become invalid,Firewall restriction. Usually system timeout or internet connection loss. | Advise sign out of account and log back inIf not;Clear cache and try log in again.Could be restricted network (firewall/antivirus) contact local IT to whitelist URLs required by LMS. | <https://support.spongelearning.com/hc/en-gb/articles/4403973754641-Local-Cache-Conflict-D37-Cloudfront-net-Refused-to-Connect>  | Yes if not solved with basic TS | User, training center |
| Module not loading general | 3rd party cookiesTracking protectionSlow internetUsing non-standard browser/email preview (Samsung internet/icloud mail)Blocked by Firewall | Advise 3rd party cookies settings, turn off tracking preventionChange internet connectionUsing non-standard browser/email preview (Samsung internet/icloud mail) – advise open chrome/edge/safari then paste link to default login pageAdvise firewall exceptions | <https://support.spongelearning.com/hc/en-gb/articles/360011347538-Using-the-Spark-System-Checker>  | No | User, Training center, sponge |
| Training codeNeed a codeCant see modules | No modules assigned orUser confusion | Needs to click on Image of ‘guy on computer’ where it says “2 active modules”If using IE11, image may not loadCheck account to make sure modules have been correctly assigned | <https://support.spongelearning.com/hc/en-gb/articles/211441489-How-to-Login-or-Sign-up-to-your-Account#h_01F3THJWD75T354EFHG4F0R5RJ>  | No | User, training center |
| System checker issueBrowser misconfigured‘not up to spec’‘computer cant do it’Red warning box‘Ran tests – does not meet requirements’ | System checker has flagged issue. | Get details from user to find out what tests failed: click ‘run tests’ and forward results.Check article for specific advice:HTML5 – 3d Transforms > ignoreLow Latency > IgnoreSpeed > Ignore/advise use different network | <https://support.spongelearning.com/hc/en-gb/articles/360011347538-Using-the-Spark-System-Checker>  | If unable to find obvious solution | User, training center |
| Video playback issues | Usually poor internet connection | System checker results will identify issues.Advise change internet connection or device | https://support.spongelearning.com/hc/en-gb/articles/360011347538-Using-the-Spark-System-Checker | If unable to find obvious solution | User, Training center, sponge |
| Can’t select photo on mobile Apple device | Using iOS device and file browser is not launching | Double tap on the Choose file box or buttonLong press on Choose file box or button |  | No | User, Training center, sponge |
| Cant drag and drop items in exercises. | Using touchscreen device | Advise update device, disable facial recognition has sometimes helped.Advise change device to something that has mouse or larger screen. |  | If unable to find obvious solution | Sponge |