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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 typo  Email 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/certificate  Wont complete  Section 11 but wont save  Exam | 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 connect  Cloudfront  Error 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 in  If 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 cookies  Tracking protection  Slow internet  Using non-standard browser/email preview (Samsung internet/icloud mail)  Blocked by Firewall | Advise 3rd party cookies settings, turn off tracking prevention  Change internet connection  Using non-standard browser/email preview (Samsung internet/icloud mail) – advise open chrome/edge/safari then paste link to default login page  Advise firewall exceptions | <https://support.spongelearning.com/hc/en-gb/articles/360011347538-Using-the-Spark-System-Checker> | No | User, Training center, sponge |
| Training code  Need a code  Cant see modules | No modules assigned or  User confusion | Needs to click on Image of ‘guy on computer’ where it says “2 active modules”  If using IE11, image may not load  Check 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 issue  Browser 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 > ignore  Low Latency > Ignore  Speed > 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 button  Long 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 |