I am for the child® Academy
Florida Guardian ad Litem Office

FLORIDA GUARDIAN AD LITEM

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*The browsers listed below (except otherwise noted) are supported on I am for the child Academy for the latest two versions:

- Desktop: **Chrome***, **Firefox***, Safari, Microsoft Edge   ***recommend using for best results***
- Mobile Device: iOS Safari, Chrome, Samsung Internet
  ***Please note – Internet Explorer is not a supported browser and cannot be used to access the Academy

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# TIPS & TROUBLESHOOTING GUIDE (Windows Operating System)

HOW TO ENABLE COOKIES with Safari or Chrome browsers*

- <u>**Safari on an iPad or iPhone**</u>:
  1. Go to "Settings"
  2. Scroll down and then click on "Safari"
  3. Verify "Block All Cookies" is clicked (green/white), click to allow cookies
  4. Clear the browser cache by clicking "Clear History and Website Data"
  5. **Refresh** and re-open the I am for the child Academy website or if you need to, sign back in:
  https://florida-guardian-ad-litem-program.thinkific.com/users/sign_in
  6. On the course you are wanting to view, click "Resume Course"
  7. *When the course page appears, click "View in browser" on the bottom of the screen*
  (If you click on the white arrow near the top of the screen you can see the outline and notes for each slide)

- <u>**Google Chrome (versions 23 and newer)**</u>:
  1. Click the icon with three horizontal lines in the top-right corner, go to "Settings"
  2. Click "Show Advanced Settings"
  3. In the Privacy section, click "Allow all cookies"
  4. **Refresh** and re-open the I am for the child Academy website or if you need to, sign back in:
  https://florida-guardian-ad-litem-program.thinkific.com/users/sign_in
  5. On the course you are wanting to view, click "Resume Course"

CACHE TIPS

- Sometimes browser caching causes problems. Go to this website for step-by-step instructions on refreshing your browser's cache:
  http://www.refreshyourcache.com/en/home/
  - Click the browser you are utilizing (i.e., Google Chrome)
  - Please note there are different subcategories to select for instructions whether you use Windows or a Mac.
    - Click on the appropriate sub-category.
    - Follow the pictorial and/or video guide for clearing the browser's cache

STEPS IF NONE OF THE ABOVE HAS WORKED

- Try using a private window in their browser of choice (e.g. Chrome's Incognito Mode, or Firefox's Private Window). This opens a fresh browser window without any extensions or settings blocking your content. For example:
  - Windows or Chrome OS: Ctrl + Shift + n
  - Mac: Press ⌘ + Shift + n

- Try on a different browser (Chrome, Firefox, Safari, etc.). Sometimes the installation of the browser may be damaged. If it works on every browser but one, reinstall that browser.

- Try using a different device or computer (mobile phone, tablet, PC/Mac laptop/desktop, etc.). Sometimes a certain device has trouble with a content type. This is rare but could be a problem.

- After all of that, if nothing resolves the problem, please email academy@gal.fl.gov describing all the results of the above troubleshooting methods.