

7/12/2018

Troubleshooting Tips and Best Practices for the LMS

Follow the link to access the Sunstates Security Exceed LMS (Your login is your Employee ID, your Password is the last four digits of your Social Security Number.)

<https://www.sunstatesecurity.com/employee-login/>

DO NOT:

- Do not launch more than one course at a time.
- Do not leave more than one window of your course open in multiple browsers, browser windows, browser tabs or devices at the same time.
- Do not run other applications or programs in the background (e.g. YouTube).
- Do not pause for long periods of time and return to the course to immediately complete it. If you leave the computer for more than 5 minutes, when you return, close the course window and re-launch it before completing the course.
- Do not close the activity tracking window.

DO:

- When completing your in-progress enrollment in a course, make sure it is actively launched in one window only.
- If you have opened a course in more than one browser, window, tab or on more than one device, close all of them but one before taking the course through to completion. This is important so that any enrollments you make progress in or complete are not updated to reflect less completed work should previously opened windows of the course be closed out at a later time.
- If your internet connection breaks, close the course window, and establish a strong connection before re-launching the course and completing it.
- If you're connecting via a VPN (e.g., Citrix, PulseSecure, TorGuard, etc.), try disconnecting and see if the issue continues.

Flash:

- To allow <https://sunstates.exceedlms.com/> to run flash automatically you can navigate to chrome://settings/content/flash on Chrome, click the "Add" button and then add <https://sunstates.exceedlms.com/> and save. You can get the latest version of flash [here](#). If using another browser you can add <https://sunstates.exceedlms.com/> by following the steps in [this](#) article.
- The most recent version of Flash player (Download here: [Flash Player Download](#))
- Update flash player, browser and make sure pop up blockers are disabled. [Learn more about Disabling Pop-Up blockers HERE](#)

Internet Browsers

- **PREFERRED** Mozilla Firefox 45 or higher (Download here: [Mozilla Firefox Download](#))
- Chrome 50 or higher (Download latest version here: [Chrome Download](#))
- Internet Explorer 11 or higher (Download the newest version here: [Internet Explorer Download](#))

Clear Browser's Cache or Temporary Internet Files

If updating your browser and Flash Player version does not solve the problem, you may need to clear your browser's Cache ("Temporary Internet Files"). To do this, [go here](#) and choose your browser.

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