

# Having issues doing Elearning courses or seeing all your training records?

Here are some tips and background information to help you get the best out of using the MLE and accessing your Elearning.

- Elearning courses can be done on any Personal Computer (including Macintosh's).
  - But you can't do it on iPads/iPhones or Android Devices (yet!).
- Elearning is done via your Internet Browser, we'd recommend that you use any of the following Internet Browsers:
  - Internet Explorer – versions 9, 10 and 11 (the "Edge" on Windows 8).
  - Mozilla Firefox – try and use the most recent versions.
  - Apple Safari.
  - Google Chrome.
- If using Internet Explorer we'd recommend that you turn on **Compatibility View**. To do this, make sure that the **Menu Bar** (File, Edit, View, Favorites, Tools, Help) is visible (See below on how to do this).
- Make sure you're logged onto the MLE, then find the tab at the top left hand side of the screen with the words **Learning Management System** inside it. Point to the **right** of this tab into "empty" space and do a **right hand click**. You will see some options appear, click once on **Menu Bar**.
- The commands for File etc. will appear at the top of the screen, from these options click onto to **Tools** and do a click on **Compatibility view or Compatibility View Settings**. This means that you can now access all the functionality of the MLE.
- You may also receive a Pop Up Blocker when using Internet Explorer, this will appear as a light yellow bar across the top of the screen. Click onto the bar, and select "always allow pop ups from this web".
- You can also use the Tools menu to turn off the Pop Up Blocker. Click on the Tools menu, then click on **Pop Up Blocker**, and select **Turn off Pop up Blocker**.
- Most elearning courses need a piece of software called Adobe Flash player in order to run. Make sure this is installed and try and keep this up to date with the most recent versions.

- Some Elearning courses need a thing called Shockwave Player installed (Google this and download it as required). You'll know you need it because the elearning courses won't run without it and you'll be told!
- Once you've completed / passed a piece of elearning, if you go back into it, your assessment results will be reset, and the MLE will show the status for the course as either "in progress" or "Failed". So only go back into a course if you're going to retake the assessment.
- We've found that elearning is best done using a physical or wired connection between the computer and your modem. Don't use wireless as the results from your assessments can sometimes get lost if the wireless signal "dips out".
- Some people find that they have problems with how the scores from their assessments are recorded.
- To help overcome these problems, make sure that the Pop up blocker command is turned off and that you've turned on Compatibility mode.
- When you've completed the assessment, please read the text as appropriate. Some people simply click onto the Retake Assessment button – you do **not need** to retake if you've passed!
- When you submit the results or finish the elearning course, please wait for the results to be passed back to the MLE and then for the results to update your MLE training record.
- Whilst we can't recommend where you do the elearning, we'd ask you to consider the possibility of doing your elearning at home. The chances are your home network is less busy than the North Bristol one (especially at lunch time!).
- Finally if you do have any problems with your elearning please contact Staff Development via this email address [mle@nbt.nhs.uk](mailto:mle@nbt.nhs.uk) .