

Kate Stenberg

From: Michele Oksa <moksa@CrisisPrevention.com>
Sent: Tuesday, February 9, 2021 9:37 AM
To: Kate Stenberg
Subject: RE: Student's Course not Completing

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Hey Kate,

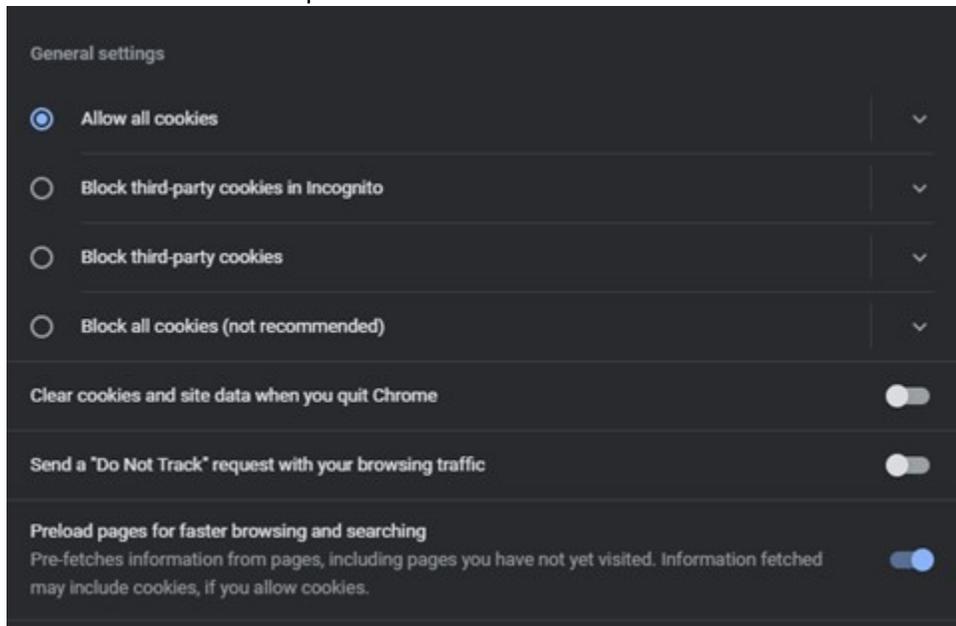
It appears as though the New Window version may be better with your LMS and will probably address the completion issues as well. You could try to have him launch the course in a different browser to see if it brings down the completion setting.

From: Kate Stenberg <kstenberg@beaconspecialized.org>
Sent: Monday, February 8, 2021 11:02 AM
To: Michele Oksa <moksa@CrisisPrevention.com>
Cc: Michelle Hartung <mhartung@beaconspecialized.org>
Subject: RE: Student's Course not Completing

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Hi Michele,

It is Chrome. I have the third party cookies enabled (see below). He also had them enabled. His trainer and I walked him through the process when he first started the training. I cleared my cache and cookies with the same results. It still will not communicate as complete.



Tatum did not go through the New Windows course since we had already sent them through a in-person course. I launched it to test it with another user and it does work.



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From: Michele Oksa <moksa@CrisisPrevention.com>
Sent: Monday, February 8, 2021 11:44 AM
To: Kate Stenberg <kstenberg@beaconspecialized.org>
Cc: Michelle Hartung <mhartung@beaconspecialized.org>
Subject: RE: Student's Course not Completing

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I am seeing completion on my side, which leads me to think it may be a cookie issue. What browser did you use when you tried to complete for him?

Here are some cookie settings to check:

Enable third party cookies.

[Internet Explorer](#)

[Chrome](#)

[Firefox](#)

[Safari \(pre v13\)](#)

3. Clear out your cache and cookies

Also, was Tatum was able to launch and complete successfully with the New Window dispatch I provided?

From: Kate Stenberg <kstenberg@beaconspecialized.org>
Sent: Monday, February 8, 2021 9:45 AM
To: Michele Oksa <moksa@CrisisPrevention.com>
Cc: Michelle Hartung <mhartung@beaconspecialized.org>
Subject: Student's Course not Completing

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Good Morning,

We have a student who completed the 2nd edition module but, it is not communicating to our system again.

User: Ricardo Gamino-Geronimo

He completed once already on 2/2 at 12:08 am (screenshot enclosed). He was also from a different area as the previous group (southwestern metro Michigan instead of Northern). He was using a computer with Chrome browser.

I have completed the his quiz a couple times today to try to trigger the complete and it still does not register. If you go back in and go from a previous section back to the quiz it will always load to the same question (video example enclosed). He is also not showing up on our end (alphabetical report below) as having gone into the SCORM even though he obviously has.

NAME	DATE/TIME	DATE/TIME	DATE/TIME	
Ferguson, [REDACTED]	02/02/2021 12:49:03	02/02/2021 15:20:26	02:31:23	
Ferguson, [REDACTED]	02/03/2021 09:04:39	02/05/2021 15:49:36	10:20:10	
Garten, [REDACTED]	01/18/2021 13:51:20	01/18/2021 17:04:39	03:13:19	
Garza, [REDACTED]	01/11/2021 20:16:02	01/12/2021 11:37:01	04:04:01	
Gibbs, [REDACTED]	01/07/2021 18:41:46	01/08/2021 17:38:37	04:05:11	
Gibson, [REDACTED]	01/12/2021 20:53:03	01/18/2021 10:01:23	05:11:44	
Gilliland, [REDACTED]	01/19/2021 23:07:26	01/26/2021 17:16:18	06:58:11	
Golden-Canute, [REDACTED]	01/22/2021 20:16:36	01/23/2021 08:34:57	12:18:21	
Gravelle, [REDACTED]	01/09/2021 13:06:50	01/09/2021 16:08:00	03:01:10	

Please let me know if you need the HAR capture or anything else. Thank you.



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