Department of Revenue's Learning Management System (LMS)/ Online Training

Common Issues and Troubleshooting Tips

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Overview

– This job aid provides answers to common issues with the LMS and online training.

– Click on the topic to go straight to the answer.

1. The course is frozen or the next button isn't working.

– You may have been disconnected from the LMS.
  • Internet connection dropped
  • More than 30 minutes of inactivity
– Close the course player window.
– Log out of the LMS.
– Log back in and continue the course.
– See screenshots on the next two slides for reference.

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1. The course is frozen or the next button isn't working.

– To continue the course, click the "+" next to the course name.

View Your Transcript

Select a class for more information or to change a registration.

Filter By: All Records ∨   Sort By: Start Date (Recent First) ∨

REFUND OF AD VALOREM PROPERTY TAXES
Status	Training in Progress
Start Date	Tue, Oct 1, 2019
Status Date	Mon, Oct 7, 2019

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– Click "View My Registration."

REFUND OF AD VALOREM PROPERTY TAXES
Status	Training in Progress
Start Date	Tue, Oct 1, 2019
Status Date	Mon, Oct 7, 2019
Course Code:	TCC 503.05
Contact Hours:	4

⊖

● View My Registration

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1. The course is frozen or the next button isn't working.

– Click "Continue" below the course name or "Continue Course."

– DO NOT click "Restart" or "Restart Course." This will reset your progress.

2. The next button doesn't appear.

- The most likely cause is all of the required activities on the slide have not been completed.

  - Click on all required sections to review contents (tabs, images, etc.).

  - Answer all questions.

- It's also possible the slide has not finished playing. View the player bar to see progress.

Not Complete
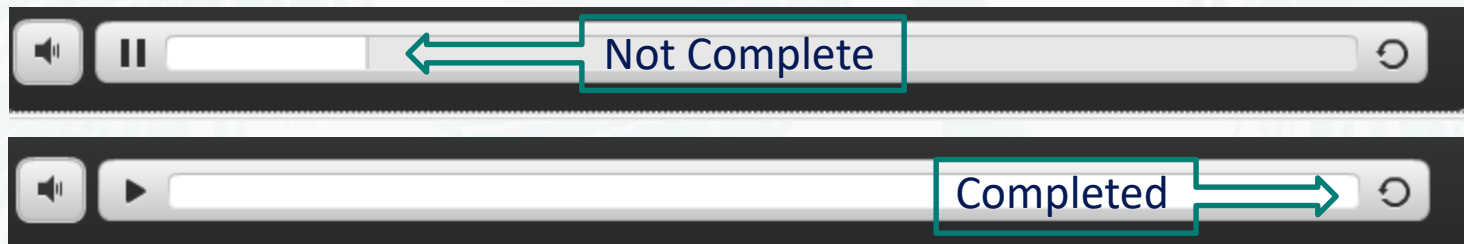
Completed

3. My course status shows "Training in Progress" after finishing the course.

- Do not use an unsupported internet browser (like Chrome or Firefox). Always use Internet Explorer to complete training through the Department's LMS.
- Do not close the course too quickly after completing the exam.
  - Click "Continue" after finishing the exam to go the next slide. If you're not completing the survey, wait a few seconds before closing the course to allow enough time for your results to be sent to the system.
  - It can take up to 30 seconds for your transcript to be updated with the correct status.

4. The course doesn't resume in the correct place.

- Do not use an unsupported internet browser (like Chrome or Firefox). Always use Internet Explorer to complete training through the Department's LMS.
- Do not close the course incorrectly.
  - If you're not finishing the course completely, always close the course window by clicking the "X" in the top right corner.
- Continuing the course from a different computer may prevent the course from resuming correctly.

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5. When I resume the course, it starts from the beginning.

– Do not use an unsupported internet browser (like Chrome or Firefox). Always use Internet Explorer to complete training through the Department's LMS.

– Do not close the course too quickly after completion.

– Do not close the course incorrectly.

  – If you're not finishing the course completely, always close the course window by clicking the "X" in the top right corner.

– Continuing the course from a different computer may prevent the course from resuming correctly.

6. I haven't received my certificate.

- Course completion certificates are emailed automatically after successfully completing a course.

- It can take up to 30 minutes to receive the email.

- Check your junk or spam folder. Emails are sent from LMSadmin@floridarevenue.com.

- If you're taking TCC 503 (full course), the certificate is sent after completing all 9 modules.

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Contact Information

For additional assistance, email
PTOTraining@floridarevenue.com.

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