

Troubleshooting guide for Annual Mandatory Education (AME)

What if...?	To resolve the issue...
<p>When I launch the course it takes a long time to load/play on my computer.</p> <p>Pop-up blocker note:</p>	<p>Use the Google Chrome browser for best viewing experience.</p> <p>Course load times may vary depending on whether you launch the course directly from the Novant Health network or from home.</p> <p>For the best results, use the Novant Health network to launch the course (load time may be 2 minutes or less). If you launch the course from home, your load time might be greater than 2 minutes. This will depend on the speed of your internet connection, which is determined by your internet service provider.</p> <p>If the course never loads, please contact the Novant Health DPS Service Desk toll free at 1-866-966-8268 or 1-866-9NOVANT.</p> <p>Note: Be sure that all “Pop-up blockers” are disabled or allow Novant Health access in your browser.</p>
<p>I cannot see the videos for this course.</p>	<p>Please contact the Novant Health DPS Service Center toll free at 1-866-966-8268 or 1-866-9NOVANT.</p>
<p>I cannot hear the audio for this course.</p>	<p>You must use a computer capable of audio to receive all information featured in AME. Make sure that your computer’s sound is turned on and is unmuted. Speakers or headphones may be used to hear all available course audio.</p> <p>Not all modules contain audio. If a module contains audio, either in the narration or as part of a video, it will play automatically.</p> <p>If you are unsure if your computer is sound enabled, please contact the Novant Health DPS Service Desk toll free at 1-866-966-8268 or 1-866-9NOVANT.</p>
<p>I have to scroll horizontally or vertically to view the entire page.</p>	<p>If you have to scroll horizontally or vertically to view an entire page in AME, the resolution on your computer is set too low. Increase the screen resolution incrementally until you can see the entire page without having to scroll.</p> <p>If problem persists or you are unsure of how to increase your screen resolution, please contact the Novant Health DPS Service Desk toll free at 1-866-966-8268 or 1-866-9NOVANT.</p>