Knowledgebase > Troubleshooting > PCI 2018 - Troubleshooting Documentation
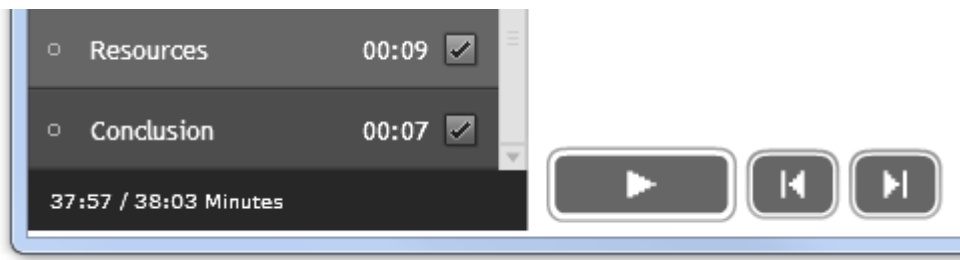
PCI 2018 - Troubleshooting Documentation

Kyle Oliveira - 2018-10-24 - Comments (0) - Troubleshooting
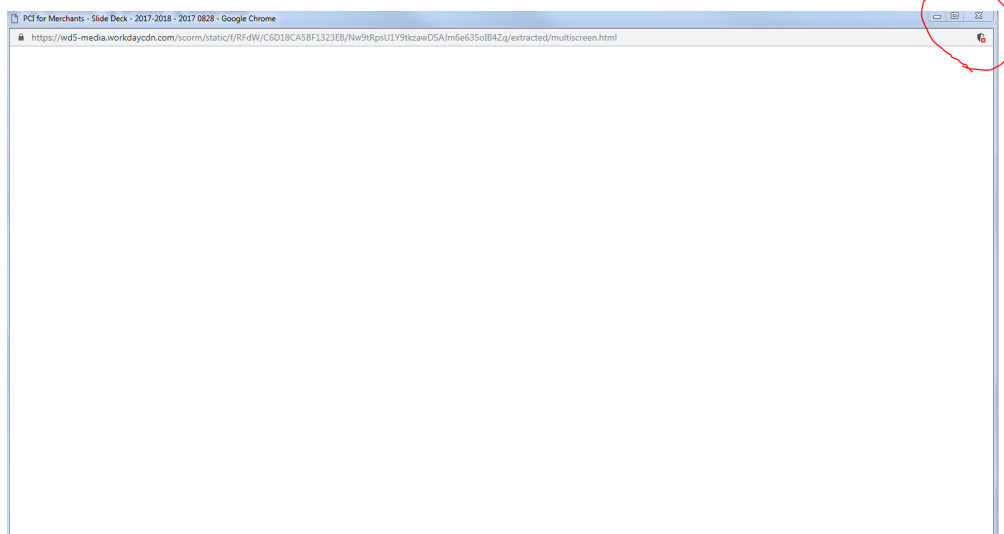
Completion Requirement:

The course completion requirement is the timer reaching the very end. The numbers in the bottom left of the module window must match for completion to trigger to Workday Learning. The example below would NOT trigger completion…
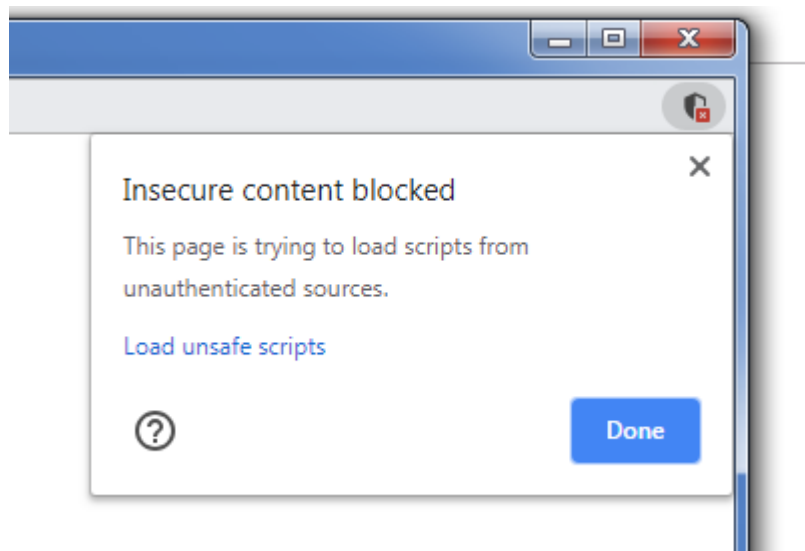

ALL MODULES HAVE TO BE COMPLETED FOR THE USER TO RECEIVE CREDIT FOR TASKING THE COURSE
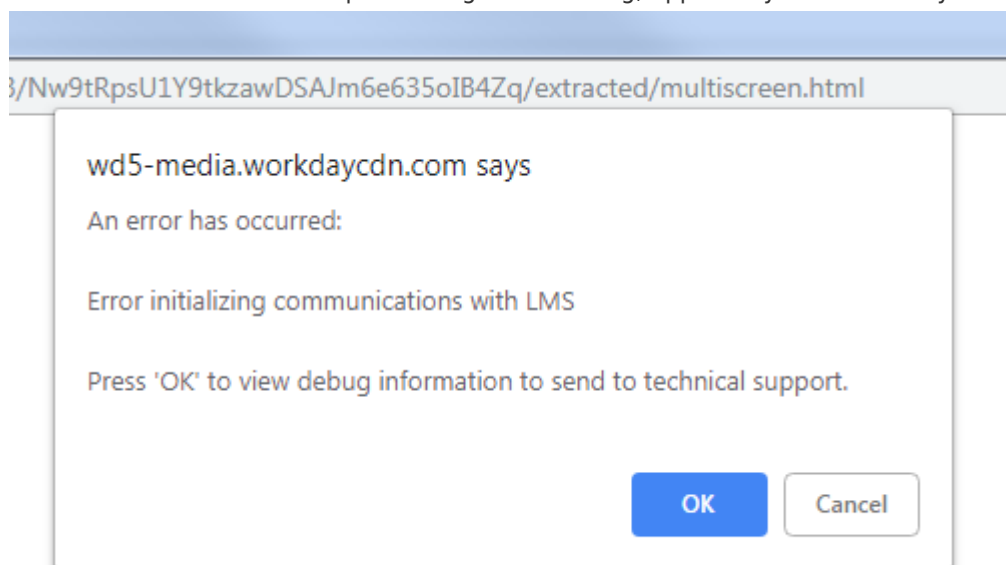
Pop-Up Blockers: Chrome

1. User clicks "Launch Packaged Content" from Workday Learning
2. An apparently blank window opens with a small warning in the upper right corner.
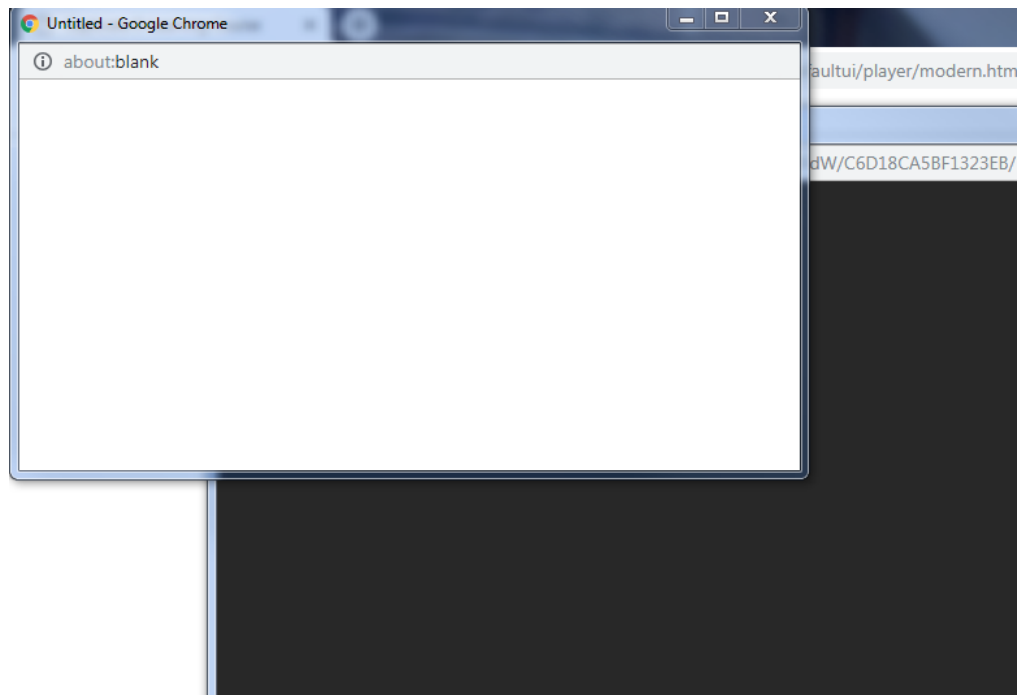

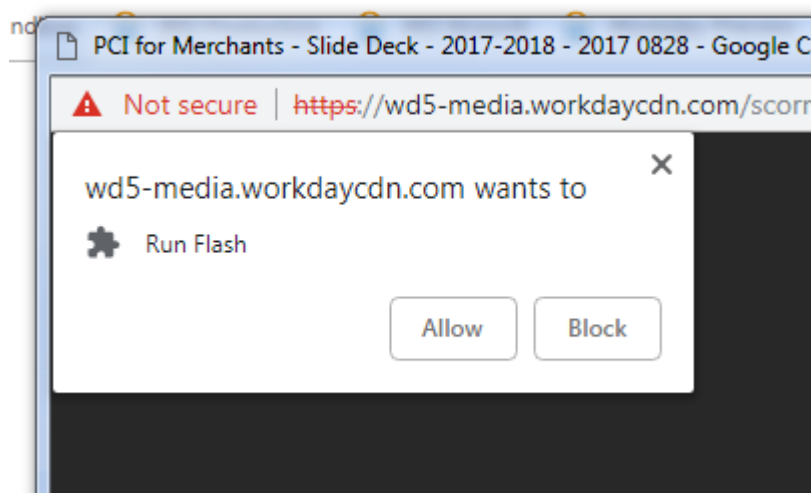3. User hovers over the warning and sees the following

4. User clicks "Load unsafe scripts" then gets a warning, apparently from Workday:
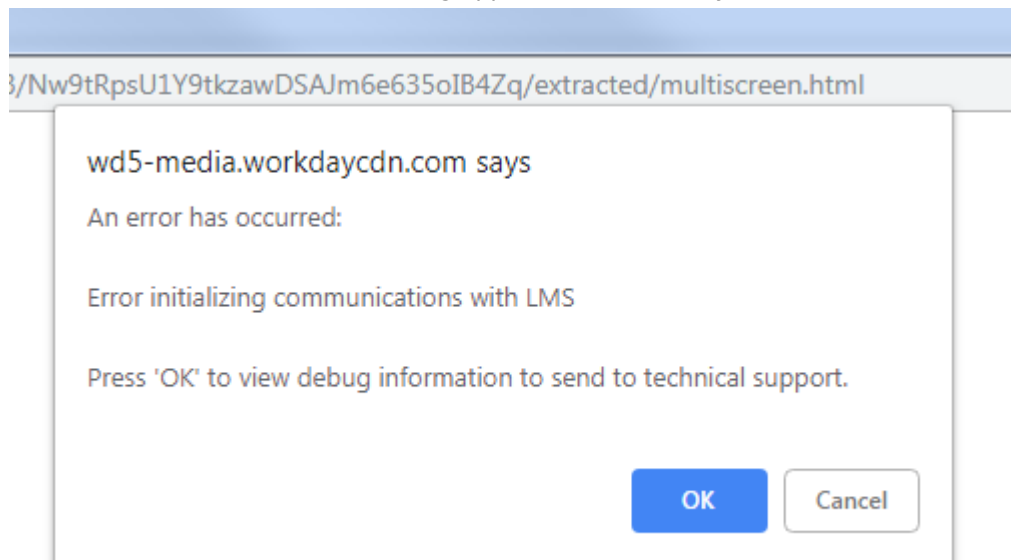

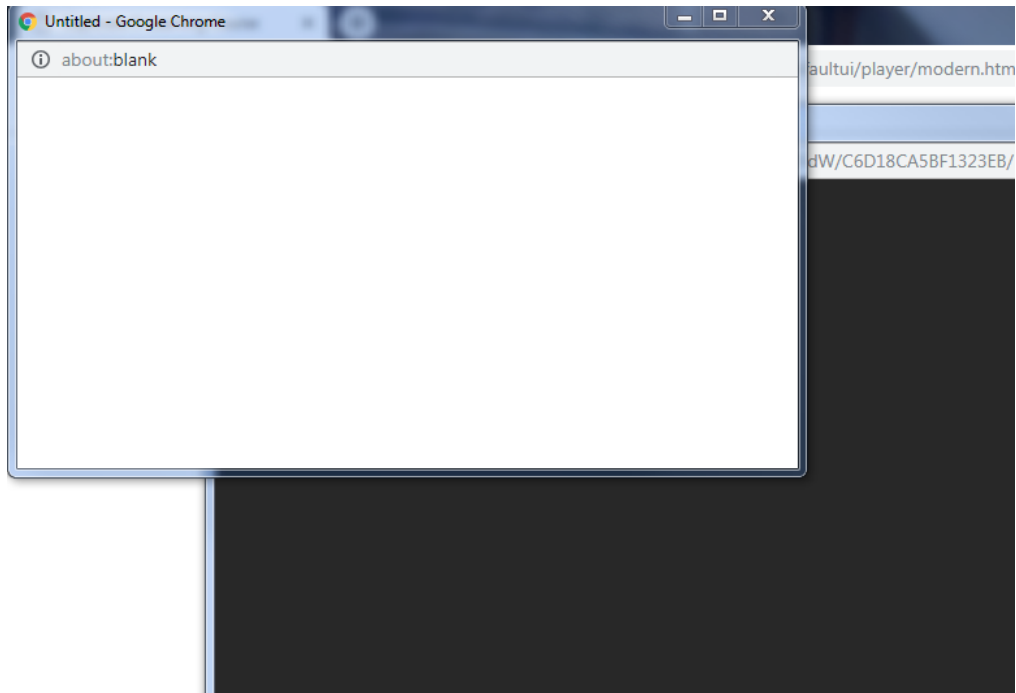5. User clicks OK then gets a blank window:

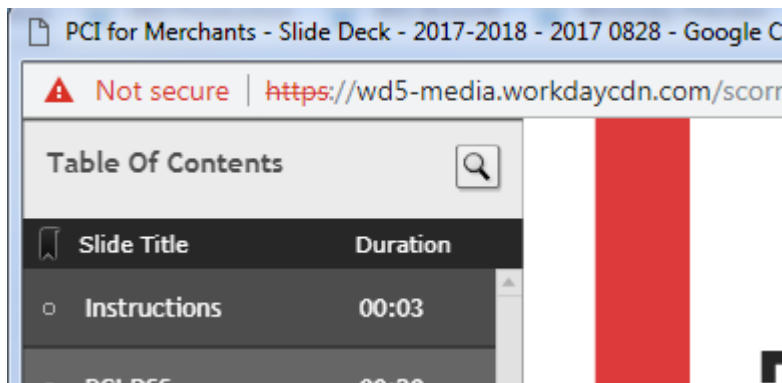6. User closes the window, then gets a flash warning

7. User selects "Allow", another warning appears from Workday
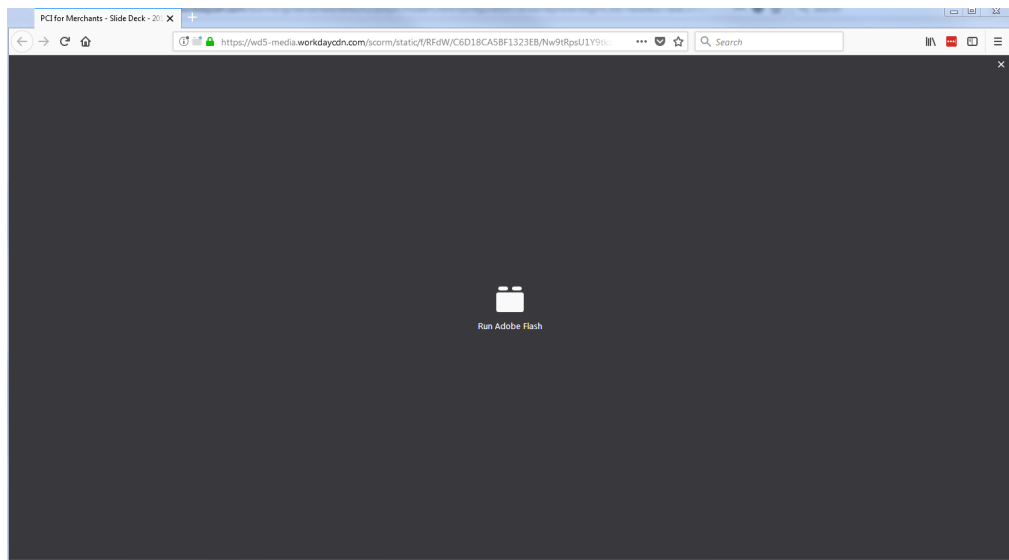
8. User clicks "OK", another blank window appears

9. User closes that window and can now take the training

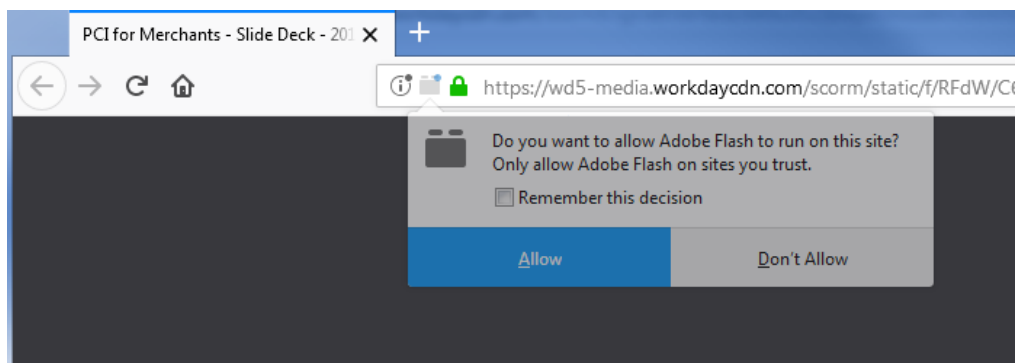10. A warning does display throughout the training, but does not impact the experience

Pop-Up Blockers: Firefox

1. User clicks "Launch Packaged Content" from Workday Learning
2. Browser requests to run Adobe Flash

3. User may see a hover box, but it may disappear quickly. Hover over the middle icon to view.

4. Select Allow - Training launches.