Medtronic Academy Online Course Troubleshooting Guide

Most computers are set up appropriately to view eLearning modules. If you are having trouble opening or viewing the eLearning modules from the Medtronic Academy, please try the following steps.

1. **Turn Off Pop-up Blocker**
   a. Open an **Internet Explorer** session.
   b. Click the **Tools** menu option and select **Pop-up Blocker**.
   c. If **Turn Off Pop-up Blocker** displays (see **Example 1**), select it to turn off the Pop-up Blocker.
   d. If **Turn On Pop-up Blocker** displays (see **Example 2**), no further action is required.

   **Example 1: Pop-up Blocker is turned on**

   ![Example 1: Pop-up Blocker is turned on](image1)

   **Example 2: Pop-up Blocker is turned off**

   ![Example 2: Pop-up Blocker is turned off](image2)

   **Note:** After completing a Saba eLearning course, follow the steps above if you wish to re-activate the Pop-up Blocker.

2. **Inactivate Google and Yahoo Toolbars**
   a. Open an **Internet Explorer** session.
   b. Click the **View** menu option and select **Toolbars**.
   c. If the **Google or Yahoo Toolbar** does not appear in the list, no further action is required.
   d. If the **Google or Yahoo Toolbar** is checked (see **Example 1**), click **Google or Yahoo Toolbar** to remove the check mark.
   e. If the **Google or Yahoo Toolbar** is unchecked (see **Example 2**), no further action is required.

   **Example 1: Google toolbar is activated**

   ![Example 1: Google toolbar is activated](image3)

   **Example 2: Google toolbar is inactivated**

   ![Example 2: Google toolbar is inactivated](image4)
3. Delete Cookies/Temporary Files and Clear History

a. Open an Internet Explorer session.

b. Click the Tools menu option and select Internet Options.

c. From the General tab, in the Temporary Internet files section, click the Delete Cookies button. The Delete Cookies dialog box displays.

d. Click the OK button.

e. Click the Delete Files button. The Delete Files dialog box displays.

f. Select the Delete all offline content check box and click the OK button.

g. In the History section, change the Days to keep pages in history to 5 and click the Clear History button. The Internet Options dialog box displays.

h. Click the Yes button.

i. Click the Apply button to apply the computer settings.

j. Click the OK button to close the Internet Options window.