

I am having difficulty logging into the JDA Learn site.

1. Ensure that the User ID and Password are correct. If you are a JDA customer, your User ID is typically your corporate email address.
2. If you are unsure about your User Name and/or Password:
 - a. Click the **Forgot your User Name and/or Password? Click here** link on the left side of the JDA Learn login page.
 - b. Enter your First Name, Last Name, and Email address in the fields provided. Enter your Email address again in the Re-type Email field.
 - c. Click the **Continue** button.
 - d. You will receive an email message from JDALearn@JDA.com that contains your User Name and Password.
 - e. Enter the User ID and Password that you receive in this message into the corresponding fields on the JDA Learn login page and click the **Continue** button to log in to the site.
3. If the login page continues to be displayed after entering your User Name and Password and clicking the Continue button, adjust your Internet Explorer security settings:
 - a. Launch Internet Explorer.
 - b. Click the **Tools** menu to expand it.
 - c. Select Internet Options.
 - d. Click the **Security** tab.
 - e. Select the Internet zone icon (world) if it is not selected by default.
 - f. Adjust the 'Security level for this zone' slider so that it is set to **Medium** or lower.
 - g. Click **OK** to save the setting and close the Internet Options dialog.
 - h. Navigate to <http://www.jdalearn.com> and log in to JDA Learn.com.

When I first log in to JDA Learn, I receive a message stating that my password is expired. The screen also prompts me to enter a new password.

When your JDA Learn account is setup, a temporary password is assigned that allows you to access JDA Learn the first time. The prompt that you receive to enter a new password allows you to select a password of your own choosing. You will then use your selected password to log in to JDA Learn.

When I launch an e-learning course on JDALearn.com, a pop-up window opens but it does not contain any content.

JDA E-Learning courses require that the Adobe Flash player version 8.0 or higher be installed on your system. It is estimated that over 90% of personal computers with Internet access already have this browser plug-in installed. If your system does not, you should receive a pop-up dialog asking if you want to install the Flash player. When this occurs, select **Yes**. The player is free and only takes a few seconds to install.

If, for some reason, you do not receive the pop-up dialog:

1. Use Internet Explorer to navigate to: <http://get.adobe.com/flashplayer/>
2. If you see an Include in your download checkbox, deselect the option to install any optional browser toolbars.
3. Click the **Download Now** button.

The Flash plug-in includes its own set of security settings that you may need to configure before you can display Flash content on your computer. To configure the Flash player security settings:

1. Use your browser to navigate to the Flash Player security settings panel:
http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager04.html
2. If it is not already selected, select the **Always ask** option.
3. Click the **down arrow button** on the right side of the Edit locations list to expand it.
4. Click **Add location...**
5. In the 'Trust this location' field, enter <http://inter.viewcentral.com>.
6. Click the **Confirm** button.

When I click the Launch button, the course does not launch.

OR

When I click a Launch Simulation button, the simulation does not launch.

OR

When I click either of the buttons mentioned above, a blank window is displayed.

The most likely cause of these issues is a pop-up blocker on your computer. Note that you may have a pop-up blocker and not be aware of it. Internet Explorer add-ons such as Yahoo Toolbar or Google Toolbar include pop-up blockers.

Most pop-up blockers can be temporarily overridden to allow individual pop-ups by holding down the CTRL key on your keyboard when clicking links to launch courses, simulations, assessments, or pop-up definitions.

Another option to correct this issue is to configure the pop-up blocker to allow pop-ups from the sites: <http://www.JDALearn.com> and <http://inter.viewcentral.com>. If you need additional assistance regarding pop-up blockers on your system, please contact your IT department or Help Desk.

Internet Explorer will not display Active-X Content

1. Launch Internet Explorer
2. Click Tools
3. Select Internet Options
4. Click the Advanced Tab
5. Scroll down to the Security section
6. Select "Allow Active content to run in files on My Computer"
7. Click Apply
8. Close all instances of Internet Explorer
9. Launch <http://www.JDALearn.com>

The instructions in the e-learning course tell me to click on something outside of my view.

Most of the software simulations in JDA E-Learning require a minimum screen resolution of 1024 x 768. To resolve this issue, modify your screen resolution as follows:

1. Right-click on your desktop
2. Select Properties
3. Click the Settings tab
4. Check the slider in the Screen Resolution area. If it is not set to 1024 x 768 or higher, slide it to the right to increase the resolution.

When I attempt to navigate to various pages within the course, I experience lag.

OR

The course is running slowly.

OR

The course “locks up” and won’t allow me to move forward.

The possible causes of course performance issues are many and varied. In general, these causes can be divided into four main categories.

1. Your computer system

General computer requirements for running JDALearn e-learning courses include:

System Requirements

- Windows 2000, XP, Vista, or Windows 7
- 512K RAM
- Internet Explorer 6.0 or higher, Firefox 3.1 or Google Chrome
- Screen resolution 1024 x 768 or higher
- Adobe Flash Player 8.0 or higher (free download)
- Pop-up blockers disabled
- High speed internet connection recommended (cable, broadband, T1)
- Sound card and speakers or headphones (recommended)

2. Internet Connection Speed

JDA E-Learning courses are designed to be accessed via high speed (e.g. cable, broadband, T1) Internet connections. It is possible to run the courses over DSL or even dial-up connections. However, over these connection types, you are likely to experience less than optimal performance.

You may want to check with your IT department or help desk to determine the speed of your Internet connection.

3. Internet Issues

Outside your network, issues with other Internet servers along the path to the JDALearn server may impact course performance. If/when such issues occur, the best course of action is to exit the course, wait 10-15 minutes, and try again.

4. JDALearn Server Issues

Although every effort is made to ensure the constant availability and smooth operation of the JDALearn site, there may be occasions when it experiences performance issues or even downtime. If the JDALearn server is down, you will receive a Page Not Found error when trying to access JDALearn.com. If this occurs, please email JDALearn@JDA.com.

General Advice for Course Performance issues: If the delay that you are experiencing exceeds more than 10-15 seconds or is just too long to put up with, consider exiting the course, closing the JDALearn browser, and starting over. This sometimes can dramatically improve course performance.

After I exit a JDA e-learning course, it is no longer available on the My Account page.

Most JDA e-learning courses are marked with the status designation of 'Completed' as soon as you complete the Course Assessment contained in the 'Conclusion' lesson (or last lesson). Courses marked as completed are then listed on the 'Completed' tab of the My Account page.

What information does the JDALearn system track? How can I view this information for the e-learning courses that I have accessed and/or completed?

The JDALearn system tracks data associated with your access and use of JDA e-learning courses, including:

- The amount of time that you spend within an e-learning course.
- Your score for each Course Assessment located in the 'Conclusion' (or last) lesson of e-learning courses. Note that only the score of your first attempt is recorded.

To View this information:

1. Log in to the system.
2. Click the My Account link on the top left side of the page.
3. If you completed the Course Assessment contained in the last lesson of the course, click the Completed Courses tab.
4. Locate the e-learning course for which you want to see the tracked information.
5. Click the My Transcript link below the 'Launch' button.
6. To see the results of the Course-level quiz and additional information, click the Detail button in the transcript window.