Apple Devices – iPad/iPhone/Macbook

Issue	Cause - iOS is blocking 'Cross site tracking' / 'Third party cookies'
• Unable to progress to content on Apple device • Can see face in bottom left but white screen with spinning circle • Takes photos but wont go further	**Recommended fix** 1. Advise enable 3rd party cookies in Safari (Turn off 'Prevent cross site tracking' from settings) and reload the page. 2. Advise trainee to run system checker for failed tests.
• Can't select/choose photo on mobile Apple device	**Cause** - File browser not launching on iOS device **Recommended fix** 1. Double tap on the Choose file box or button to bring up 'Choose file' menu

Common issues

• Error with sad face when trying to start module • d37qvdioltnfzp.cloudfront.net refused to connect	**Cause** - Authentication error - Session has timed out - Internet connection is blocking content **Recommended fix** 1. Ask trainee to Sign Out (in the top right corner) and log in again with password
• Finished module but no receipt/certificate • Completed Section 11 but won't save as completed	**Cause** - Slow internet with high latency - Using Internet Explorer 11 or other out of date browser - Some settings privacy settings can block completion status. **Recommended fix** 1. Ask trainee to send screenshot via email. 2. Escalate to IPAF support to request investigation.

Facial recognition - Webcams

• Facial recognition not working • Unknown face	**Cause** - Poor quality photos - Not enough different angles - Another person in frame **Recommended fix** 1. Reset facial profile via user's account 2. Click the training module and 'Identity verification' tab
• Webcam not allowed/recognised	**Cause** - Browser/security permissions blocking training from using the camera **Recommended fix** 1. Make sure device has a webcam. 2. Advise user to click 'Allow' when the browser asks to use camera. 3. Advise use different device. 4. If totally unable to access webcam, Training Center has ability to disable facial recognition for that user if other method of verification is available. In this case, please refer back to the IPAF training manual as the theory test must be done in person at the training center.

Common issues

• 'Cant log in' • 'Cannot access the training' • 'Link doesn't work' • 'Cant find link'	**Cause** - iOS is blocking 'Cross site tracking' / 'Third party cookies' **Recommended fix** 1. Check email on the account is spelled correctly. 2. Resend email from Communications tab. 3. Send password reset email. 4. Provide a default login page https://training.ipaf-pal.org and advise to log in with email and password.
• Trainee askes for Training code • Clicking on "GOT A CODE?" • 'Can't see modules on account'	**Cause** - No modules assigned to user - User confusion about where to click **Recommended fix** 1. Check account to make sure modules have been correctly assigned 2. Needs to click on Image where it says "2 Current modules" 3. If using IE11, image may not load
• System checker issue • Browser misconfigured • 'Not up to spec' • 'Computer cant do it' • Red warning box 'Failed tests'	**Cause** - System checker has flagged issue. **Recommended fix** 1. Advise trainee to run system checker for failed tests 2. Check article for specific advice: • HTML5 – 3d Transforms > ignore • Low Latency > Ignore • Speed > Ignore/advise use different network
• 'Module not loading content'	**Cause** - 3rd party cookies not enabled - Tracking protection turned on - Slow internet/public WiFi - Using non-standard browser/email preview (Samsung internet/icloud mail) - Blocked by company firewall **Recommended fix** 1. Advise trainee to run system checker for failed tests 2. Change internet connection 3. Look for 'Open in Browser' 4. Run browser then paste link to default login page
• IPAF Operator Training - Theory • 'Stuck on Section 3' • 'Watched all videos but...' • 'Clicked everything but will not let me continue' • 'Cannot move to next slide' • 'Continue button doesn't work'	**Cause** - On section 3 MEWP categories, user has not clicked each of the 4 categories (STATIC, MOBILE, VERTICAL, BOOM) - On section 3 MEWP categories, user has not watched all 4 videos to the very end **Recommended fix** 1. Ask for info about what slide or activity? 2. Click all 4 MEWP categories around outside of videos. 3. Advise trainee to watch all videos on the slide until the progress bar reaches the very end or they wont mark as complete 4. Bottom left video (Static Boom) particularly!