

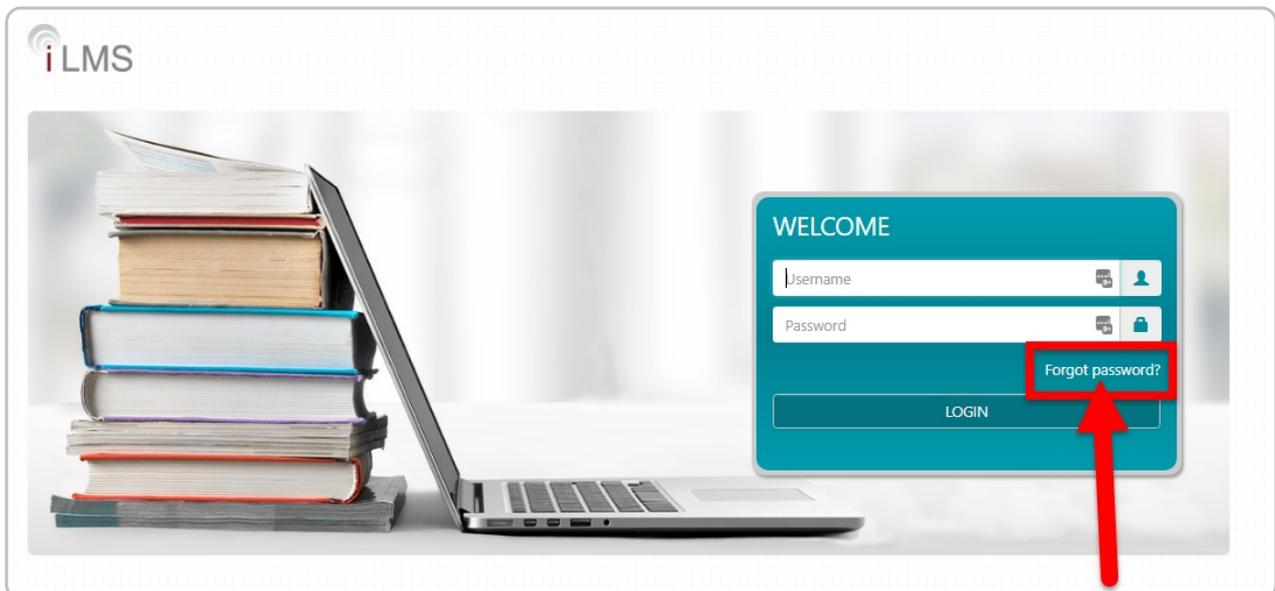
# iLMS Learner FAQ

Last Modified on 11/16/2022 2:12 pm CST

## Forgotten or Lost Password

### How to reset your password

To reset your password, please click the link highlighted in the image below on the login portal, then input your email address as in the field that follows. **If iLMS finds your username e-mail address**, you will receive an email shortly after that will allow you to reset your password. If no email arrives, please contact your administrator or training manager.



## System Requirements

### iLMS and Courses

#### Browsers for Windows OS

Chrome 75+

FireFox 66+

Edge 89+

#### Browsers for Mac OS

Safari 13.0.2+

Chrome 75+ (Only supported for Courses with Engine v 5.1.3 +)

## Browsers for Linux OS (Only supported for Courses with Engine v 5.1.3 +)

Chrome 75+

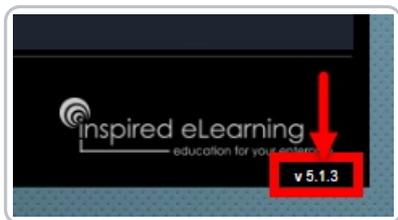
FireFox 66+

- JavaScript must be enabled/allowed in the browser in order for courses and platforms to operate.
- Required bandwidth per host machine of 4Mbps download and .5Mbps upload is required
- iPad access is supported only for HTML5-based courses in the latest version of iOS with Safari
- Courses are best viewed with a browser and OS zoom level of 100% and a display screen resolution between 1024 x 768 and 1920 x 1080.
- Inspired eLearning **does not** officially support training taken using the following:
  - Mobile Web Browsers on Smartphones
  - Thin clients (Citrix/Virtual Desktops),
  - VPN connections
  - Proxy connections

## Identifying the version of Inspired eLearning's Course Engine

To identify the version of the Course Engine used by your course, you can launch the course and look at the lower right-hand corner of the player.

Shown Here:



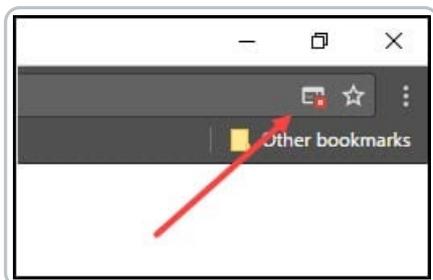
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## Course will not launch (pop-up blocked)

In order to launch courses, pop-ups must be allowed for Inspiredlms.com. In many cases, browsers will block pop-up windows by default.

If you've clicked launch and the course window will not display, this may be due to pop-up blockers on the web browser.

First and foremost, check the web address bar for an icon indicating that a pop-up has been blocked. It may look something like this



Clicking the icon will provide options to allow the pop-up once, or to always allow pop-ups from the current site (recommended option).



## How to add exceptions for Pop-Up Blockers

If there was no icon on the address bar that allows you to make the exception, you can also follow the instructions for your browser to add [Inspiredlms.com](http://Inspiredlms.com) to the list of exceptions for pop-up blocker.

Linked below are instructions for 2 of the most popular browsers:

- [Google Chrome](#)
- [Mozilla Firefox](#)

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## Course launches, but video will not play

With recent updates to Chrome and Firefox browsers, some users may experience issues with the video content in Inspired eLearning courses playing properly.

We have addressed this issue in an update to our course engine (As of v 5.2.0), but if your organization is using courses obtained prior to the update this issue can be resolved by performing one of the following actions.

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## User Action on Course Player (Recommended)

The quickest option to start the course is for the user to perform one of the following actions.

**Click the Replay Button Once**

OR

**Click the Play Button Twice**

As Shown Here:



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Alternatively, a user does have the option to add the LMS website to a list of exceptions for the Autoplay rule in their browser.

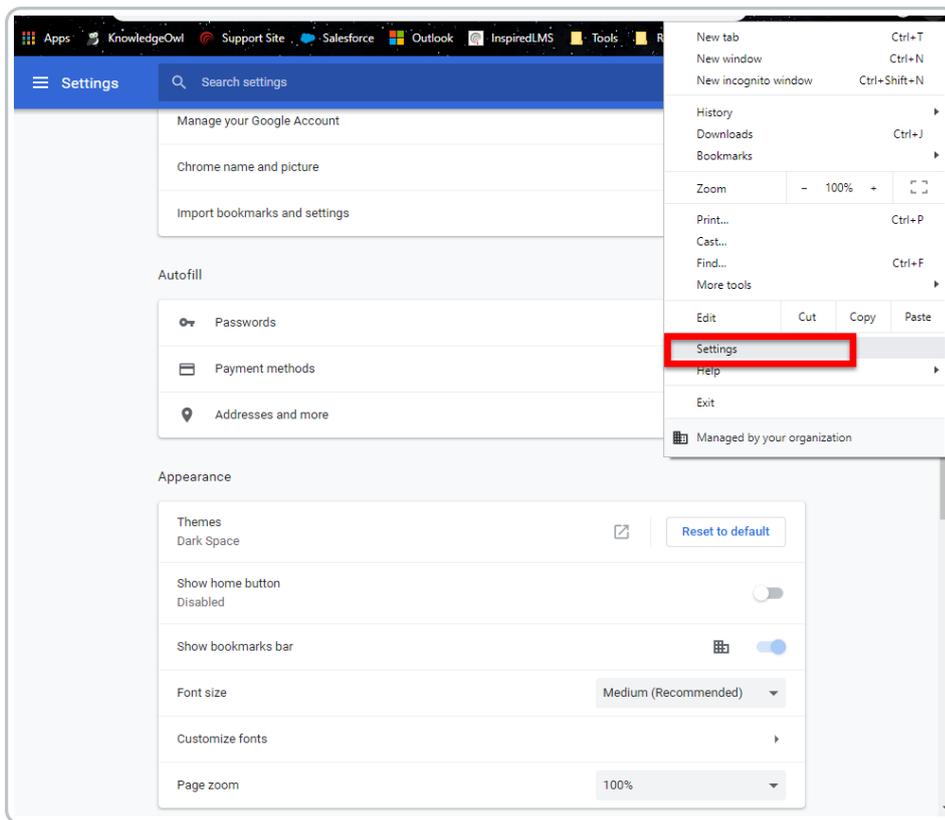
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## Chrome Autoplay Exceptions

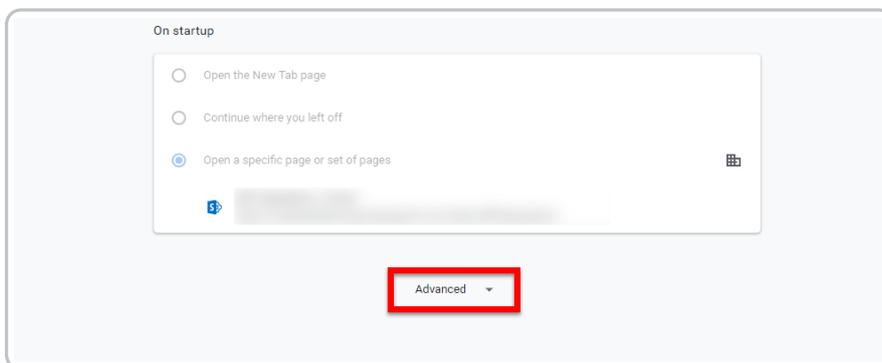
Autoplay can be enabled for specific sites in Chrome on an individual user's machine by following the steps below.

Navigate to the menu button in the upper-right of the browser window. Usually this appears as 3 vertical dots.

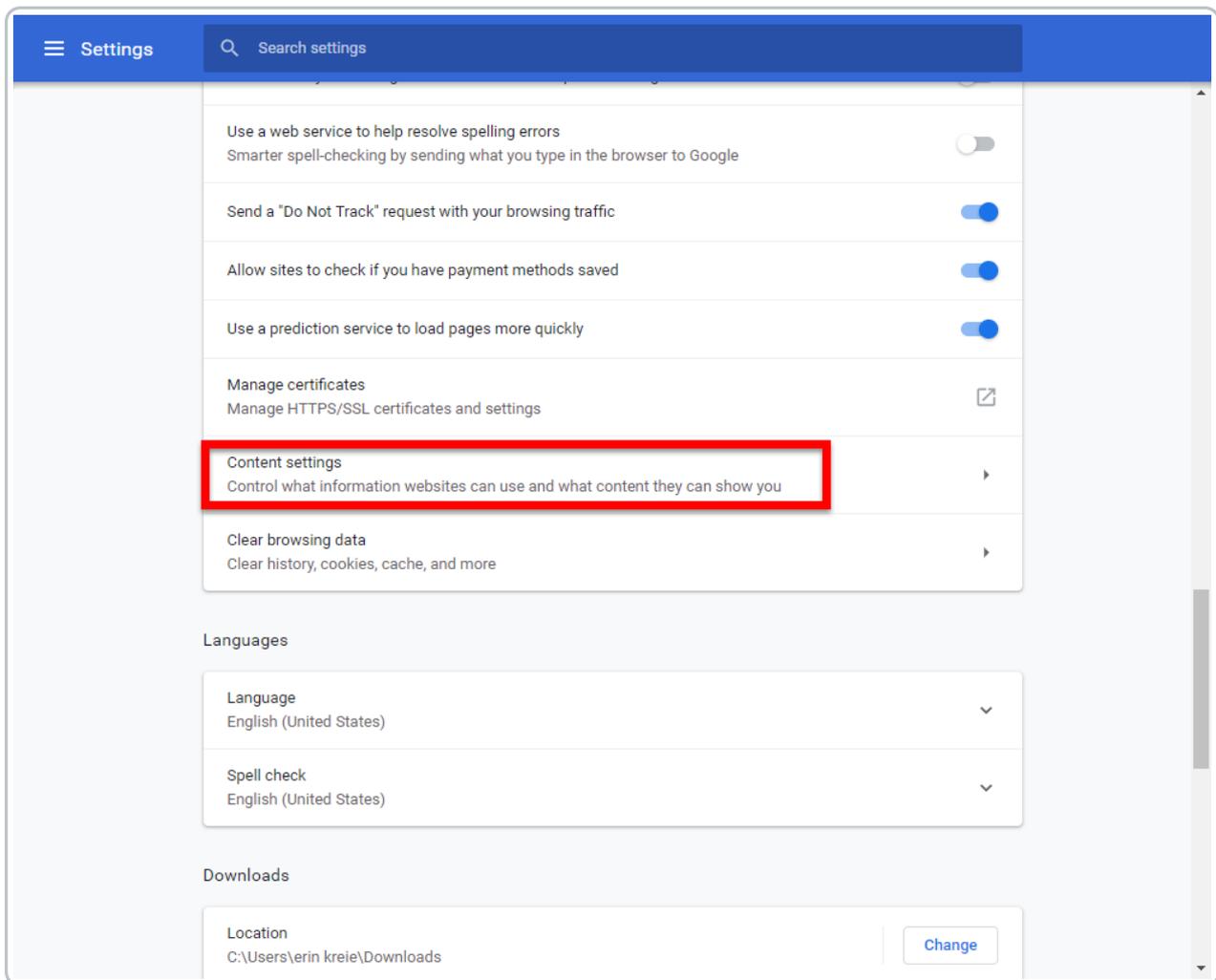
From the menu select "Settings".



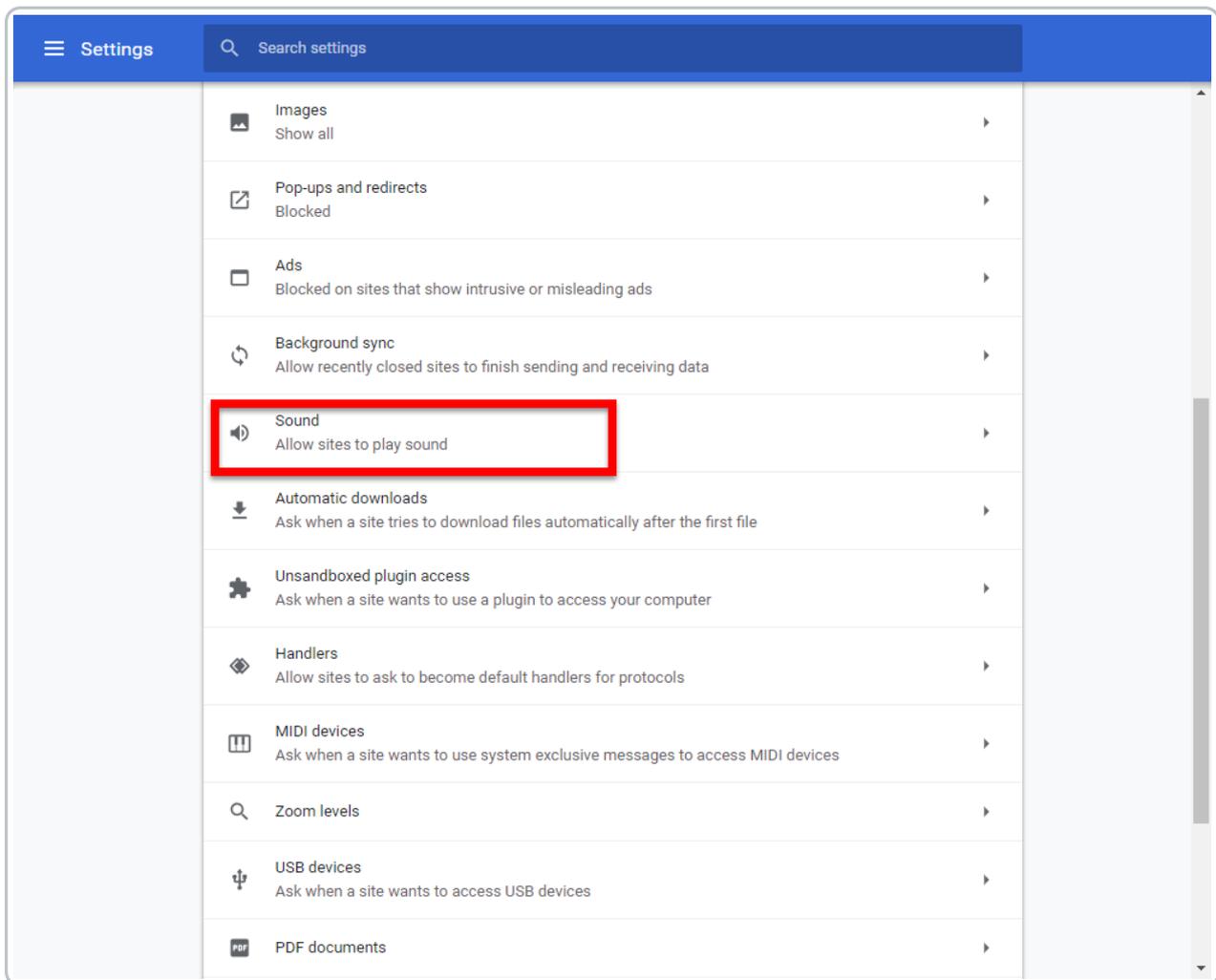
From the settings Page, scroll down to the bottom and click "Advanced" to display more options.



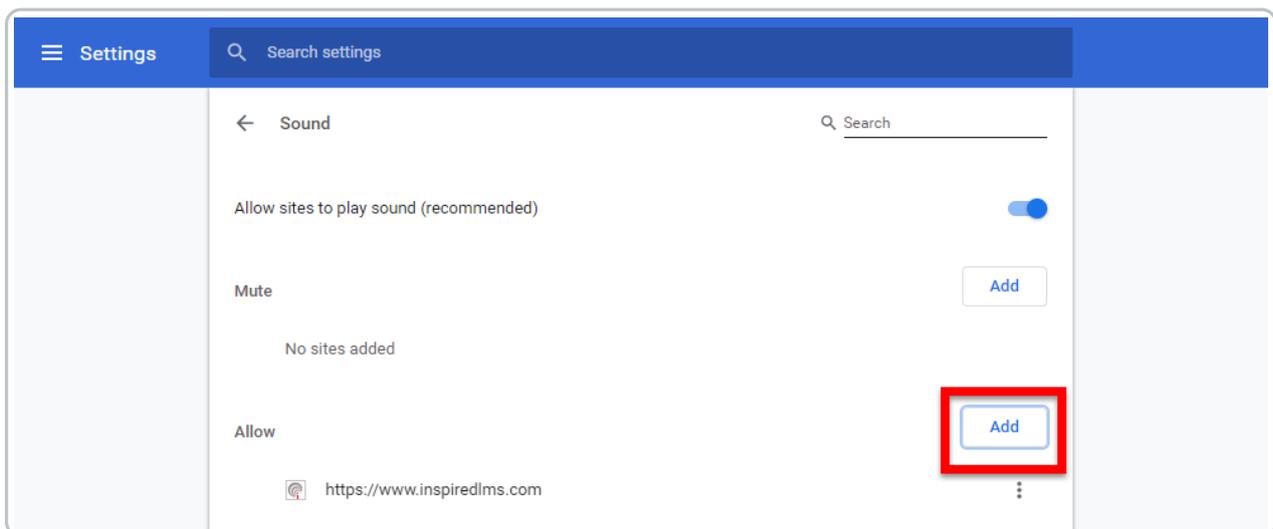
In the advanced settings look for "Content Settings" click this option.



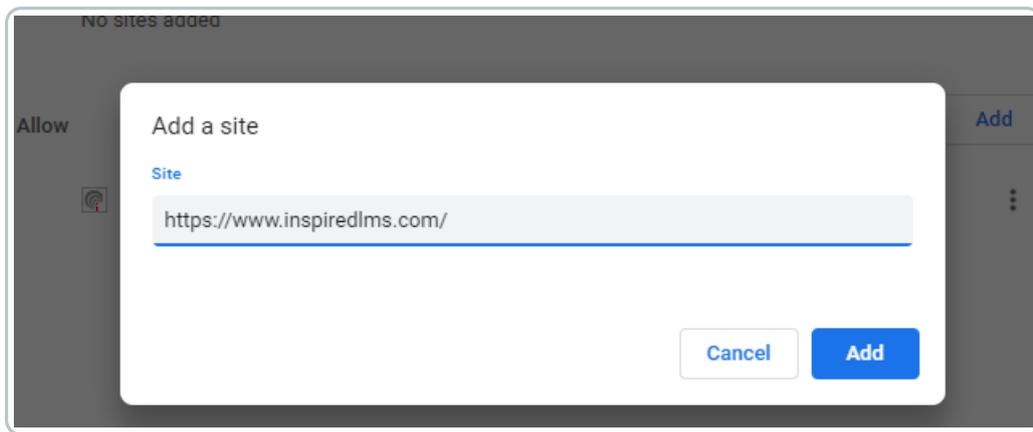
On the Content Settings Page click "Sound".



On the sound settings Page, in the "Allow" section click the "Add" button.



This will let you input the URL for the LMS as an exception to the Autoplay rule, allowing this particular site to automatically play sound/videos on pages. Once you've input the URL, click "Add". Then you are set. Now you may launch the course again.



## Firefox Autoplay Exceptions

To enable autoplay for our courses in Firefox, click the blocked autoplay icon on the address bar. Choose "Allow Audio and Video".

Then close the course window and hit launch again for these changes to take effect.

