

# Tech Support for “Step By Step To Employment” Modules

First ensure you are using one of these supported browsers:

## For computers:

*Chrome, Firefox, Opera, Edge or Safari*

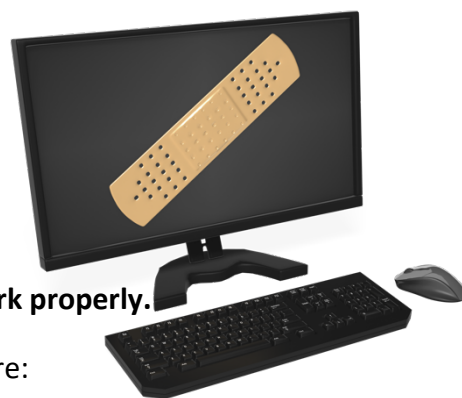
## For Tablets or Cellphones:

*Chrome, Firefox or Safari*

**If you are not using a supported browser, modules will not work properly.**

If you are having issues using a supported browser, please ensure:

- When doing modules, go right to the very end. You may have to scroll down the screen to get to the quiz after watching the video (or press “esc” to get out of full screen). Click “Start test” and at the end of the quiz, you will need to click the final button “submit” or “finish” button. You should receive an autogenerated email to confirm completion.
- Ensure both your computer & browser have the latest updates installed (this can be done by doing a software update). If unsure how to do this for your device, go on google and type “how to update \_\_\_\_ (your device name)”. This is usually done right on the computer by clicking “update”. Do not download updates on any suspicious sites.
- If you have the latest update and it still isn’t working, click “refresh” which should be found next to or near the web address bar.
- If that doesn’t work, close your browser and re-open it.
- If that doesn’t work, restart your computer and attempt it one more time.
- If you are having issues logging in, ensure you **do not have any spaces** in front of or behind your email address. If you use “autofill” it will add a space automatically.
- If you are using a cellphone or tablet, you may have to move it from portrait to landscape mode (turn it to the side).
- To view in full screen or to exit full screen, tap the square in the bottom right hand corner next to the YouTube logo.
- After watching video, press the X button at the top left corner to see the KEE website, you will then see “Next” below the video and you can then answer the quiz that follows.



If you did the steps above and are still having issues, please take a screenshot of the issue (if you don’t know how to do this, go on Google and type in: “how to take a screenshot \_\_\_\_ (list your device)” and email screenshot to Lyle: [lyle@keewinnipeg.com](mailto:lyle@keewinnipeg.com)

In that email, please explain:

1. the problem you are having
2. which module this is happening on
3. what device you are using
4. what browser and browser version number. This info should be found in the top menu bar when you click “about”.