

## Information to assist with web based training problems

**From:** Nerren, Marty

**Sent:** Wednesday, July 24, 2013 11:38 AM

**To:** Reg North TX All; Reg North TX Volunteers

**Subject:** Red Cross: Disaster Services Training - Web Based Training Alert

Hello all,

Your Emergency Services Training Team wanted to provide you with a workaround solution for anyone that is having problems seeing course content on computers when loading any of the new disaster online/web based training courses. These new “web based training/WBT” courses include Disaster Assessment Fundamentals, Disaster Action Team Fundamentals, Feeding Fundamentals, etc...

The problem being reported by students is that they are having screen sizing issues and aren't able to see the courses properly in their internet browsers. NHQ Training and Development team is working on formal job aid guidance to address this, but they have offered the following to use now so please help to communicate to everyone so they can take these courses now.

### Internet Explorer

1. Ensure the computer (laptop or otherwise) Internet Explorer browser includes our LMS SABA web address as a “trusted site”.
  - a. How to do this – Open Internet Explorer. Copy this address so it's ready to be pasted: <https://classes.redcross.org/Saba/Web/Main>
  - b. Select “TOOLS” from the top main menu. Select “INTERNET OPTIONS”. Select “SECURITY”.
  - c. Click the “TRUSTED SITES” button
  - d. Paste the address that you copied in item A above to the field “Add this website to the zone”. Click “ADD”.
  - e. Also ensure that \*.[redcross.org](https://classes.redcross.org/Saba/Web/Main) is also listed as a trusted site. If not, please add that as well. When you are done: Click “ADD”. Click Close, and then “OK”.
2. Close Internet Explorer and then reopen Internet Explorer, load the Disaster online/web based course. This should work.
  - a. If you are still experiencing the screen sizing issue, then you'll need to reduce the ZOOM setting in Internet Explorer.
    - i. In Internet Explorer: At the top right part of your screen find the “PAGE” button OR select “VIEW” from the top main menu. Select “ZOOM” and set your zoom setting to 75%.