

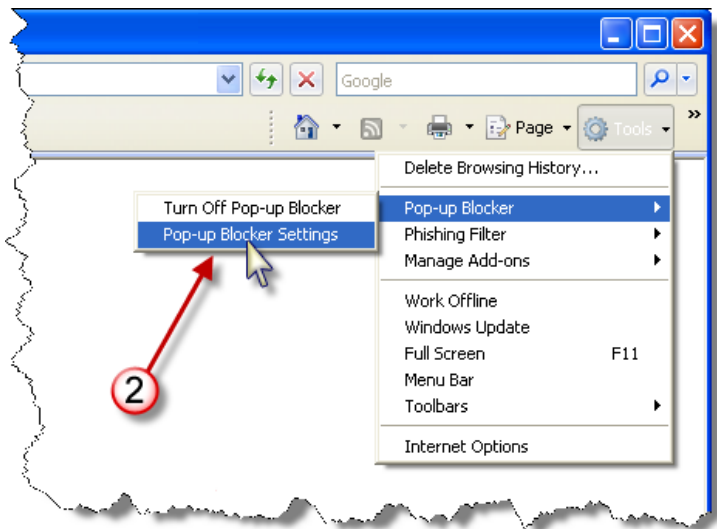
## Allowing pop ups in Internet Explorer so that you can print a training certificate

If you want to produce a personalised certificate when you complete your online fire safety training then you must allow 'Pop-ups' in Internet Explorer **before you start your training**.

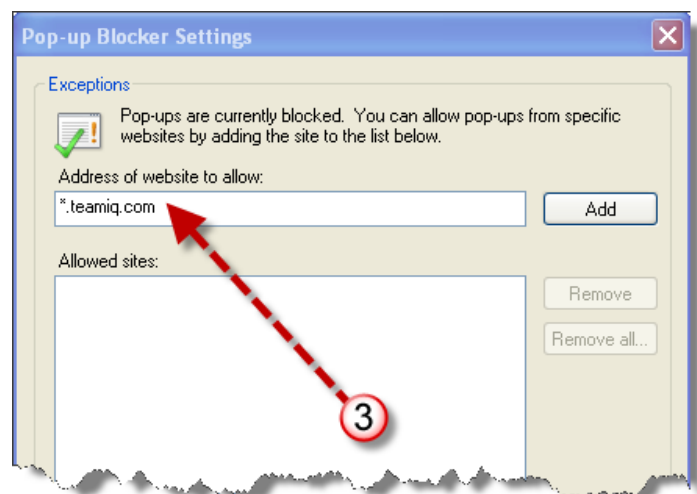
In Internet Explorer (shown above) click on (1), the 'Tools' button.



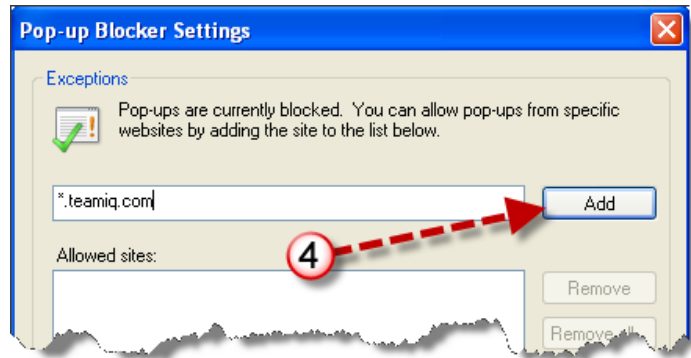
In the menu that drops down off the 'Tools' button, move your mouse over the 'Pop-up Blocker' menu, and click on 'Pop-up Blocker Settings' shown numbered (2) here.



In the window that opens up, type the characters: \*.teamiq.com into the 'Address of website to allow' field shown numbered (3) to the right.

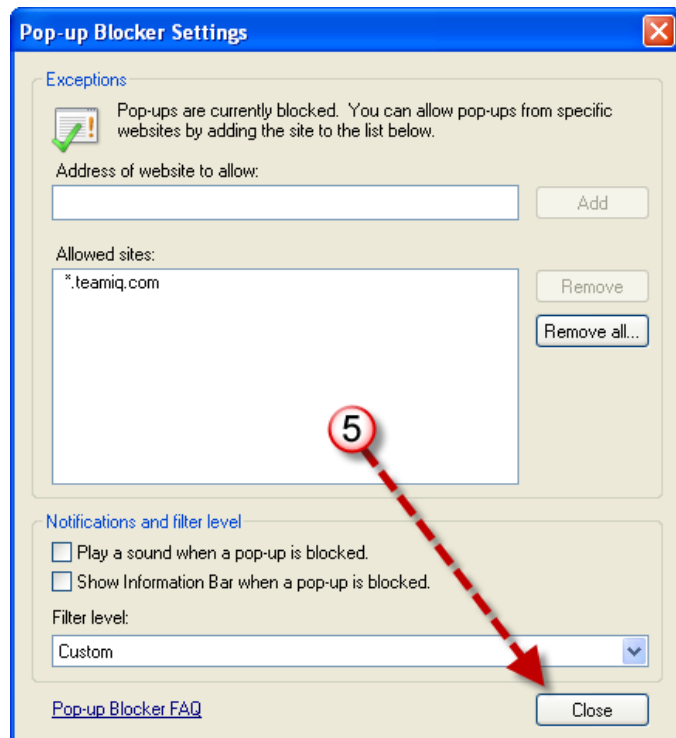


Click on the 'Add' button shown numbered (4) to the right.



Finally, click on the 'Close' button numbered (5) to the right.

Provided these settings are not changed, anyone running Online Training on this computer will now be able to generate a certificate.



## Google, Yahoo or other 'Tool Bars' and Pop-up blockers

If any 'Tool Bars' or other 'Add-ons' have been installed on your browser then these may also serve to block Pop-ups. Add-ons such as these are provided by Google, Yahoo, Microsoft and many other possible sources – too many for us to advise you on which might be installed on your computer or how to disable them.

Generally speaking you should use the 'Tools' menu in your browser to disable these Add-ons before you run your online training.

## Internet connectivity problems

A very limited number of trainees have experienced problems with training 'freezing' – the sound stops playing and the system appears stagnant, which we believe may be caused by internet connectivity problems.

Should you experience this while doing your training then before you refresh your Browser or restart your training, please click on the 'Menu' button (at the top right hand corner of the training screen) and choose to start just the Module that you are working on that froze.