

# WESTERN DRESSAGE ASSOCIATION®

OF AMERICA

## Learning Management System FAQ

### What kind of DEVICE should I use for the best results?

- Desktop PC or Mac
- Laptop PC or Mac
- iPad or tablet
- Cellphone (a cell phone can be used, however, for the best experience we don't recommend)
- DO NOT use a Chromebook! Due to Chromebook's incompatibility with some video players, Chromebook will not work with our Learning Management System. Please use another device that is not a Chromebook.

### What kind of BROWSER should I use?

- Chrome
- Firefox
- Edge
- Opera
- Safari
- DO NOT use Internet Explorer! Microsoft has not supported or updated IE since 2015. IE should not be used at all for internet safety.

### What kind of INTERNET CONNECTION should I have?

Wi-Fi and LAN connections work best. When using Wi-Fi, it must be a strong connection. Don't use public Wi-Fi. Public Wi-Fi has a lot of traffic on the signal, which is problematic. This will cause a lot of buffering and breaks in the connection.

If you are using a smartphone, DO NOT use your data plan! A data signal is inconsistent, and you will not get the results you need to complete the program.

### I don't see the courses in "My Courses".

- Log in (you must be logged in to access the courses)
- Click on the course that you purchased to load it into your account.
- Click on the first Lesson in the table of contents

### The course is not advancing after I have watched a video in a Lesson. What do I do?

- You don't need to watch the video again unless you want to.
- Make sure you don't stop the video before it reaches the end.
- Give it a minute
- Refresh the browser

**When you begin a course DO NOT advance the video manually. This will affect your being able to advance to the next item in your course.**