Defensive Driver Training
Course Completion Troubleshooting FAQs

Having trouble completing the Driving Safely, Driving Smarter portion of the Defensive Driver Training?

Below are tips to help resolve common issues:

Did you meet the completion criteria for the course?

Below are the requirements to receive a completion status for the Driving Safely, Driving Smarter course:

1. Visit All Content: Content refers to all of the pages contained in a course. In order to visit all of the course content, you must launch every lesson and go through all of the pages in each topic In the Table of Contents, the completed topics are marked with a green circle. When you complete a topic, you are allowed to move onto the next topic.
2. Watch all videos from beginning to end. You must watch the entire video and listen to all voice-overs (narrations) for the course to receive a completion status.
3. Achieve a score of 80% on the course test: Some courses have a minimum score that you must achieve in order to complete a task. Selecting the icon will launch the Test Summary page, where you can view minimum score requirements, as well as other testing and completion information. Scores can be calculated one of the following ways:

    - Minimum Course Score: In order to complete the course, you must achieve a minimum score on the course test. Your highest course score from all attempts will be used, and retaking the test will not make your score go down.

Your test may also have the following unique characteristics:

- Answer All Questions: Some courses will require that you answer all questions. This can be done across multiple testing sessions. Ensure that you answer each question and do not select Answer Later for any question.
- Test is Locked: Certain courses require that you view course content before attempting the lesson or course test.
- Test Attempt Limits: Certain courses have limits on how many times you can attempt to take a test. If you run out of test attempts, you can contact your training administrator to request a course restart.

Did you open the course and forget about it?

The Skillsoft course player has two timers. If you leave the player idle for 5 minutes, it will stop accumulating duration. If you resume interaction, the timer will reset, and duration will start accumulating again. This is separate from progress tracking; however, you should keep this in mind if the completion criteria requires you to spend a certain amount of time in the course. After 60 minutes of inactivity, the course player will stop tracking progress, terminate your session, and present a timeout message to close the course.

Solution
If you've received a timeout message it means the course was inactive for too long and progress will not save. Simply close the course and re-open it. But in the future, if you believe you'll be away from the training for an extended period of time, we recommend closing the course to save your progress. You'll later be able to re-open the course to where you left off.

Did you check your transcript to view your certificate of completion?

After completing the Driving Safely, Driving Smarter module, you will need to complete the remaining modules in Pathways to receive credit for the course and to view your training certificate. Please click **here for steps on how to view your training certificate.**

Do you have Pop-Up Blockers disabled?

We recommend that you disable all content blockers for the best experience.

1. Microsoft Edge:

- Open Microsoft Edge.
- Click the three dots in the top-right corner.
- Select "Settings."
- In the left sidebar, click "Cookies and Site Permissions."
- Under "All Permissions," click "Pop-Ups and Redirects."
- Toggle off the "Block" option at the top. This disables the pop-up blocker.
- To allow specific sites to open pop-ups, click "Add" under the "Allow" section.

2. Google Chrome:

- Open Chrome.
- Click the three dots in the top-right corner.
- Choose "Settings."

- Navigate to "Privacy and Security" in the left pane.
- Click "Site Settings."
- Scroll down to "Pop-Ups and Redirects."
- Toggle on the option to allow pop-ups.

3. Mozilla Firefox:

- Open Firefox.
- Click the three horizontal lines in the top-right corner.
- Select "Options."
- Go to "Privacy & Security."
- Scroll down to "Permissions."
- Click "Settings" next to "Block pop-up windows."
- Uncheck the box to disable the pop-up blocker.

4. Apple Safari:

- Open Safari.
- Click "Safari" in the top menu.
- Choose "Preferences."
- Go to the "Websites" tab.
- Click "Pop-up Windows" on the left.
- Adjust the settings to allow pop-ups.

5. Opera:

- Open Opera.
- Click the "Menu" button (three horizontal lines) in the top-left corner.
- Select "Settings."
- Go to "Websites" in the left sidebar.
- Under "Pop-ups," toggle off the option to block pop-ups.

Remember that enabling pop-ups allows certain sites to function properly, but exercise caution and only allow pop-ups from trusted sources.

Do you have a poor network connection?

The most common causes for progress issues are temporary network problems, like a poor connection or temporary disconnect that may prevent communication between the course and the Learning Management System (LMS). Network problems can be caused by a wide range of factors.

Solution
The best precautionary tool is to make sure you're connected to a strong network. If you

believe your connection is poor or you're accessing a course using a public WIFI, it might be better to hold off and access the content later and from a better network. It may also be worthwhile to use an ethernet cable instead of WIFI, if available.

Do you have the proper Bandwidth?

Percipio utilizes adaptive bitrate (ABR) streaming technology, including HLS and DASH, to ensure a high-quality user experience in a variety of bandwidth scenarios. Our adaptive range varies from high-quality HD (1080p/720p) to bandwidth-friendly audio-only with our video player seamlessly switching quality to account for available bandwidth.
During production, each video is analyzed to determine the optimal number and composition of streams to be used in this process. At the high-end, our 1080p streams require an average bit rate of 1,450 kb/s while our lowest quality streams work on as little as 112kb/s.

Timeout Values

Interface	Timeout Value or Event	Comment
Percipio web app	Maximum 90 days	session times out
Percipio web app	30 minutes on a page	content duration tracking stops until user moves again

Are Your Browser Settings Configured Correctly?

For all browsers, the minimum supported screen resolution is 1024x768.

Operating Systems and Browsers

For all browsers listed, Percipio web and mobile supports the current version, plus one version back.

| Browser	Windows 10/11	macOS 10.15.4+
Microsoft Edge (Chromium)	Current version and one version back	
Firefox	Current version and one version back; current Extended Support Release (ESR) version	
Chrome	Current version and one version back	Current version and one version back
Safari		Current version and one version back

Click **here** to see if you are running the latest version of your browser.

Is your Browser optimized for training?

Check out [these simple steps](#) to make sure your browser is optimized for training.

I closed the browser window instead of using the exit button within the course

To properly exit the course and ensure your progress is reported back to Skillport, please use the "SAVE AND EXIT" button at the top right corner of the course player window. Should you exit the course using the "X" to close out the browser window, this can prevent your progress from being recorded successfully.
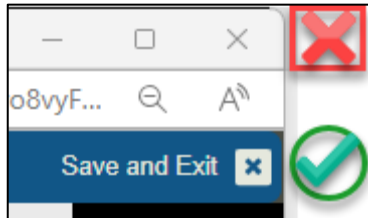
If you happen to close the browser by mistake and your completion was not updated in Skillport, please launch the course again and review the course menu and completion status. If your completion is showing within the course player, use the "SAVE AND EXIT" button to exit the course in an attempt to push your completion through to Skillport

Are you working from a Virtual Proxy Network (VPN)?

Virtual proxy networks can sometimes cause progress issues if they have limiting features. Sometimes a VPN will limit certain communications, like specific Flash ports that will cause progress not to save.

Solution
If you're accessing the course from a personal VPN, try disconnecting it to see if progress can track without it. On the other hand, if you're accessing the course from your company's VPN (which may be necessary to access your training) we recommend checking with your IT department to see if their virtual network allows unhindered access to our content. **Here's our network requirements.**

Are you using a Thin Client?

A thin client is a desktop environment that communicates with another system through a network. These technologies are discouraged by Skillsoft because they are highly customizable, and so, what may work with one environment may not in another.

Solution
We suggest accessing our content without the use of a thin client to ensure progress is tracked properly. For more information, **review our system requirements.**