VECTOR™ SOLUTIONS

The Vector Solutions Training System is a web-based program that is accessible with an Internet connection 24 hours a day, 7 days a week. The Training System is compatible with all recent versions of Google Chrome, Mozilla Firefox, Internet Explorer, Explorer, Safari, iOS, and Android. Despite our optimal accessibility, occasionally users may experience difficulty loading their training. These issues are typically device-specific and can be resolved using the troubleshooting tips below. Feel free to share this this document with any users in your organization.

Troubleshooting Tips:

If you are accessing training from a computer:

1. Restart your browser. Note: On a Mac you'll need to fully quit the browser.
2. Make sure you are using a recent version of Google Chrome, Mozilla Firefox, Internet Explorer, or Safari. If you have any pending updates, they may need to be completed to move forward with training.
3. Clear your browser's cache, which is typically located under your browser's history settings.
4. It is possible that device-specific browser extensions and/or pop-up blockers may be interfering with your training. Try accessing the training from another browser to rule out this possibility.

If you are accessing training from a mobile device:

Our system is compatible with many mobile devices; however, some users may have personal configurations that prevent certain courses from loading. Additionally, some custom and policy courses are best displayed on a computer. If you are experiencing difficulty loading our training on a personal device, try accessing the courses through a laptop or desktop computer.

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