iLMS Learner FAQ

Forgotten or Lost Password

How to reset your password

To reset your password, please click the link highlighted in the image below on the login portal, then input your email address as in the field that follows. **If iLMS finds your username e-mail address**, you will receive an email shortly after that will allow you to reset your password. If no email arrives, please contact your administrator or training manager.



System Requirements

iLMS and Courses

Browsers for Windows OS

Chrome 75+ FireFox 66+ Edge 89+

Browsers for Mac OS

Safari 13.0.2+ Chrome 75+ (Only supported for Courses with Engine v 5.1.3+)

Browsers for Linux OS (Only supported for Courses with Engine v 5.1.3+)

Chrome 75+ FireFox 66+

- JavaScript must be enabled/allowed in the browser in order for courses and platforms to operate.
- Required bandwidth per host machine of 4Mbps download and .5Mbps upload is required
- iPad access is supported only for HTML5-based courses in the latest version of iOS with Safari
- Courses are best viewed with a browser and OS zoom level of 100% and a display screen resolution between <u>1024 x 768</u> and <u>1920 x 1080</u>,
- Inspired eLearning does not officially support training taken using the following:
 - Mobile Web Browsers on Smartphones
 - Thin clients (Citrix/Virtual Desktops),
 - VPN connections
 - Proxy connections

Identifying the version of Inspired eLearning's Course Engine

To identify the version of the Course Engine used by your course, you can launch the course and look at the lower right-hand corner of the player.

Shown Here:



Course will not launch (pop-up blocked)

In order to launch courses, pop-ups must be allowed for InspiredIms.com. In many cases, browsers will block popup windows by default.

If you've clicked launch and the course window will not display, this may be due to pop-up blockers on the web browser.

First and foremost, check the web address bar for an icon indicating that a pop-up has been blocked. It may look something like this



Clicking the icon will provide options to allow the pop-up once, or to <u>always allow pop-ups</u> from the current site (recommended option).



How to add exceptions for Pop-Up Blockers

If there was no icon on the address bar that allows you to make the exception, you can also follow the instructions for your browser to add InspiredIms.com. to the list of exceptions for pop-up blocker.

Linked below are instructions for 2 of the most popular browsers:

- Google Chrome
- Mozilla Firefox

Course launches, but video will not play

With recent updates to Chrome and Firefox browsers, some users may experience issues with the video content in Inspired eLearning courses playing properly.

We have addressed this issue in an update to our course engine (As of v 5.2.0), but if your organization is using courses obtained prior to the update this issue can be resolved by performing one of the following actions.

User Action on Course Player (Recommended)

The quickest option for start the course is for the user to perform one of the following actions.

Click the Replay Button Once

OR

Click the Play Button Twice

As Shown Here:



Alternatively, a user does have the option to add the LMS website to a list of exceptions for the Autoplay rule in their browser.

Chrome Autoplay Exceptions

Autoplay can be enabled for specific sites in Chrome on an individual user's machine by following the steps below.

Navigate to the menu button in the upper-right of the browser window. Usually this appears as 3 vertical dots.

From the menu select "Settings".

H Apps 🖇 Knowledg	eOwl @ Support Site . Salesforce 👫 Outlook 🧖 InspiredLMS 📕 T Q. Search settings	ools R New tab New window New incognit	Ctrl+T Ctrl+N to window Ctrl+Shift+N
	Manage your Google Account	History Downloads Bookmarks	► Ctrl+J
	Import bookmarks and settings	Zoom Print	- 100% + [] Ctrl+P
	Autofill	Cast Find More tools	Ctrl+F ▶
	o₊ Passwords	Edit	Cut Copy Paste
	Payment methods	Settings Help	,
	Addresses and more	Exit	
	Appearance	Managed by	your organization
	Themes Dark Space	Reset to defaul	It
	Show home button Disabled		>
	Show bookmarks bar		•
	Font size	Medium (Recommended)	*
	Customize fonts		•
	Page zoom	100%	•

From the settings Page, scroll down to the bottom and click "Advanced" to display more options.

On sta	artup	
0	Open the New Tab page	
0	Continue where you left off	
۲	Open a specific page or set of pages	b
	6>	
	Advanced 👻	

In the advanced settings look for "Content Settings" click this option.

\equiv Settings	Q Search settings	
	Use a web service to help resolve spelling errors Smarter spell-checking by sending what you type in the browser to Google	
	Send a "Do Not Track" request with your browsing traffic	-
	Allow sites to check if you have payment methods saved	-
	Use a prediction service to load pages more quickly	-
	Manage certificates Manage HTTPS/SSL certificates and settings	Z
	Content settings Control what information websites can use and what content they can show you	•
	Clear browsing data Clear history, cookies, cache, and more	÷
	Languages	
	Language English (United States)	~
	Spell check English (United States)	~
	Downloads	
	Location C:\Users\erin kreie\Downloads	Change

On the Content Settings Page click "Sound".

\equiv Settings	Q Search settings	
	Images Show all	•
	Pop-ups and redirects Blocked	•
	Ads Blocked on sites that show intrusive or misleading ads	•
	 Background sync Allow recently closed sites to finish sending and receiving data 	•
	Sound Allow sites to play sound	•
	Automatic downloads Ask when a site tries to download files automatically after the first file	•
	Unsandboxed plugin access Ask when a site wants to use a plugin to access your computer	•
	Handlers Allow sites to ask to become default handlers for protocols	•
	MIDI devices Ask when a site wants to use system exclusive messages to access MIDI devices	•
	Q, Zoom levels	•
	USB devices Ask when a site wants to access USB devices	•
	POF DF documents	•

On the sound settings Page, in the "Allow" section click the "Add" button.

≡ Settings	Q Search settings	
	← Sound	Q. Search
	Allow sites to play sound (recommended)	-
	Mute	bbA
	No sites added	
	Allow	bbA
	https://www.inspiredlms.com	:

This will let you input the URL for the LMS as an exception to the Autoplay rule, allowing this particular site to automatically play sound/videos on pages. Once you've input the URL, click "Add". Then you are set. Now you may launch the course again.

NC) SIU	nes added	
Allow	Add a site	Add	
	Site		
G		https://www.inspiredlms.com/	:
	L		
	L		
	L	Cancel	

Firefox Autoplay Exceptions

To enable autoplay for our courses in Firefox, click the blocked autoplay icon on the address bar. Choose "Allow Audio and Video".

Then close the course window and hit launch again for these changes to take effect.

