

## Tips and Tricks for the American Red Cross Blended Learning Program

### System Requirements

To optimize your experience with this online course, please make sure your device and browser meet the following minimum requirements.

<b>Operating System</b>	Microsoft Windows 10+ Mac OS 10.14+, OS 11 +
<b>Supported Devices</b>	Desktop Supported Tablets: iOS 13+, iPad OS13+, Android 11+ Mobile supported but for optimal interaction, use a tablet or desktop browser
<b>Browsers</b>	Apple® Safari® 13+ Microsoft® Edge 85+ IE11 Mozilla® Firefox® 81+ Google Chrome™ 85+

### Tips for Viewing

Make sure your pop-up blocker is turned off and if your browser prompts you with a question about secure content, answer it in a way that allows you to see all material.

- Chrome: Go to the Chrome menu > Settings" > "Show advanced settings" at the bottom
- Firefox on PC: Go to the Firefox menu > "Content"
- Firefox on Mac: Go to the Firefox menu > "Preferences" > "Content"
- Safari on Mac: Go to the Safari menu > "Preferences" > "Security"
- Internet Explorer: Go to "Tools" > "Internet Options" > "Privacy"

### Tips and Tricks:

- Do not leave the lesson windows open and idle; the system will time out, and your progress will not be saved.
- Modules must be fully completed before pausing and be sure to log out when stopping the course. If you need to take a break, you can leave the course by closing the window and your progress in the course will automatically be saved.
- When opening the eLearning content, a new window will pop up. The original window displays a large red banner that says, "DO NOT CLOSE. PROGRESS WILL NOT SAVE." Do not close the window, or your progress will not be saved.
- It is the student's responsibility to provide proof of completion using one of the three methods listed below:
  - o Print out your online course completion record and show it to your instructor
  - o Show the email confirmation you received upon completing the online to your instructor (i.e. show on mobile phone or other device or via printed copy)
  - o Login to your account and show the instructor the check mark next to the course name that appears when you completed the online portion

**If you are having technical issues, contact the Training Support Center:**

**Call:** 800-RED-CROSS (800-733-2767)

**Email:** [support@redcrosstraining.org](mailto:support@redcrosstraining.org)