

Technical Support

Most technical issues can be resolved with these 3 steps:

- Switch browsers – use Chrome or Firefox when you can instead of IE.
- Clear cache
- If you seem stuck, your screen may be zoomed in too much causing you to miss a prompt or navigation button. To zoom out on a PC hit “control 0 (zero)” and on a Mac hit “Command 0 (zero)”

Additional Trouble Shooting

- Close all other applications and tabs (i.e. iTunes; Facebook, You Tube)
- Full Screen Mode: Windows press F11/Mac click view menu on browser and select full screen
- If you are on a wireless connection, try a wired connection
- Reboot the computer
- Disable all pop up blockers and third party toolbars
- Try accessing the course from a different connection
- Try accessing the course at a different time of day (during non-peak usage hours such as the morning)

Still Having Trouble?

For technical issues with Alcohol Edu and Haven click on the “Technical Help” button located in the upper right-hand corner of every Alcohol Edu/Haven screen (available 24/7). In addition to on-line help there is also customer support line you can contact.