

AlcoholEdu Troubleshooting

If you are accessing the training from a computer:

Try the following troubleshooting tips:

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.
5. Try using an Incognito Mode browser window. Once you have an Incognito window open on your browser, log into your account and then launch the training.
6. For accessibility purposes, videos do not autoplay. If you come to the end of the module and are presented with a video screen and a play button, please click on the play button to complete the course.

Other Common Questions

Trouble logging in to Canvas with your NetID?

Try [these steps](#) or call the Dolt [Help Desk](#) at 608-264-HELP.

Finished the AlcoholEdu Part 2 but it's not marked as complete in Canvas?

1. Open up the course and click, "Continue"
2. When it says, "Thank you! You have already completed this survey. Please click below to continue." Click "Done"
3. Click the play button on the screen to finish the remainder of the course. (Some surveys may have a video at the end, others do not.)

If you are accessing the training from a mobile device:

The AlcoholEdu 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 the training on a personal device, try accessing the courses through a laptop or desktop computer.

Still having issues? Email alcoholedu@uhs.wisc.edu.