Troubleshooting Guide

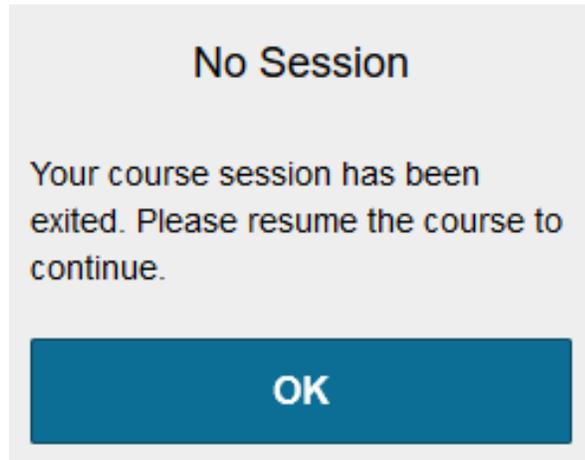## For Safety in Schools Users

Troubleshooting Guide

Safety in Schools

Contents

Multiple Session Sign-In Errors

Below are two of the most common session errors that our users encounter.

Error: "No Session"

No Session

Your course session has been exited. Please resume the course to continue.

OK

What it Means

Each Safety in Schools account can only access one SWIFT Learning course at a time.

You may see this error if you:

- Try to access a course while another course is already open on a separate browser, tab or device.
- Try to open the same course twice on separate browsers, tabs or devices.
- Forget to exit your previous course before opening a new one.
- Have multiple users trying to access courses using the same account.

Avoid this Error by only opening one course on one device at a time.

Error: "Please Sign In"

Please Sign In

Please sign in again to access the list of SWIFT courses you are registered in.

OK
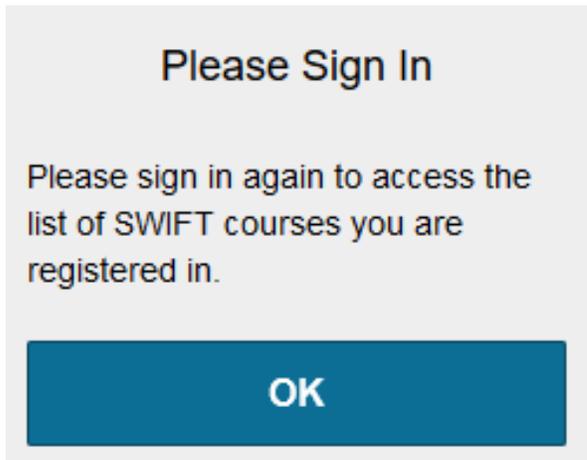
What it Means

This error may appear if you try to open another course without exiting the one you are already in.

This error will appear in the session that was opened first, while the "No Session" error above will appear in the second session.

Once either of these errors appear, you will not be able to move forward through either course until you have closed ALL active sessions.

After closing all the active sessions on your account, you will need to reopen each course one at a time, making sure to exit one course before opening another.

Leave Page

Any time you experience an error in a course, you will see a pop up like this:

Click on "Leave Page" to exit your current session.

This page is asking you to confirm that you want to leave - data you have entered may not be saved.

Leave Page   Stay on Page

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Troubleshooting Steps

If you encounter either of the errors above, please work through the troubleshooting steps below. In most cases, completing these steps will resolve the issue and you will not require assistance from our Support team.
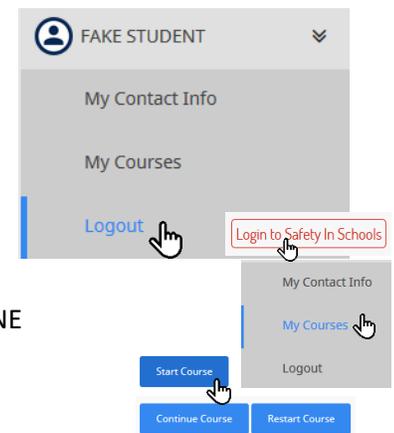
Step 1: Close Active Sessions

- Exit ALL sessions active on your account, whether those sessions are experiencing errors or not.
- This includes any sessions you may have open on a second device.
    - → Proceed to Step 2.

Step 2: Sign Out of Safety in Schools

- Sign out of your Safety in Schools account on all devices and then close each browser.
   - → Proceed to Step 3.

Step 3: Open Course

- Wait a minute or two, then sign back into your Safety in Schools account on ONE device/browser.
- Try to open a course from your My Courses page.
    - → If you continue to experience errors, proceed to Step 4.

Step 4: Clear Cache, Cookies and Browser History

- Repeat Steps 1 and 2.
- Clear your browser's cache, cookies and history and then close the browser.
- Wait a couple of minutes before signing back in and trying to access your Safety in Schools courses again.
    - → If you continue to experience errors, proceed to Step 5.
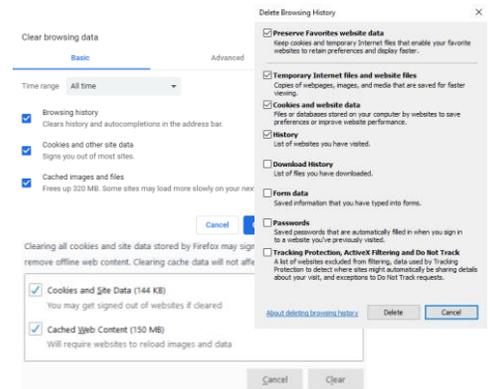
Step 5: Add URLs to your networks Trusted Sites.

- Repeat Steps 1, 2 and 4.
- Add the following URLs to your networks "Trusted Sites":
    - https://cw-mobile.swiftlearning.com
    - https://swiftapi.herokuapp.com
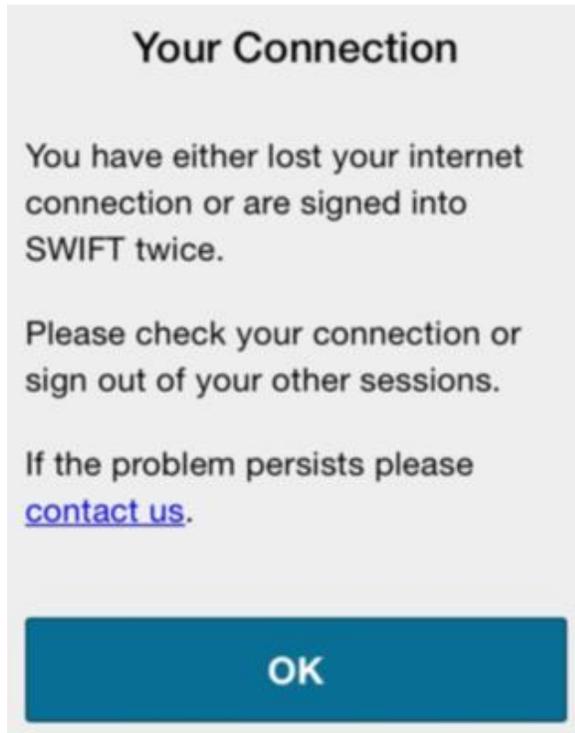   - https://swiftapi.swiftlearning.com

If you are accessing your account from school, you may need to have your school's IT Department perform this step. If you are a student, speak to your teacher about this issue and show them this troubleshooting guide.

Other Errors

Error: "Your Connection"

Your Connection

You have either lost your internet connection or are signed into SWIFT twice.

Please check your connection or sign out of your other sessions.

If the problem persists please contact us.

OK

What it Means

This error means one of two things:

1. The course platform is having trouble communicating with your network.
2. You have SWIFT Learning courses open on more than one browser, tab or device.

In most cases, this error means that you are experiencing a network error or loss of internet connection.

If you experience this error, work through the troubleshooting steps listed here.

> 💡 **Avoid this Error** by checking your internet connection before starting.

Troubleshooting Steps

Step 1: Check your network and internet settings

- Select "OK" and leave the course session.
- Open your device's Network and Internet settings.
- If you are experiencing a network error or lost internet connection, follow the troubleshooting process for your device.
  → Proceed to Step 2.
- If you are not experiencing a network error or lost internet connection, treat this as a "multiple session sign-in" error and follow the troubleshooting steps in that section.

Step 2: Sign out of Safety in Schools

- Sign out of your Safety in Schools account and close your browser.
  → Proceed to Step 3.

Step 3: Open a Course

- Wait a minute or two, then sign back into your Safety in Schools account.
- Try to open a course from your My Courses page.
  → If errors continue, proceed to Step 4.

Step 4: Clear Cache, Cookies and History

- Exit your course and sign out of Safety in Schools.
- Clear your browser's cache, cookies and history and then close your browser.
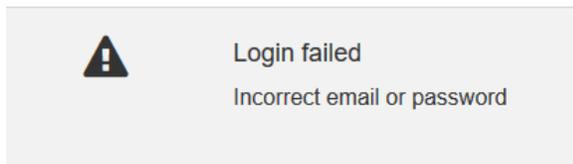
Step 5: Open Course

- Sign back into your Safety in Schools account.
- Try to open a course from your My Courses page.

→ If errors continue, please submit a **Request for Support**.

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Error: "Login Failed"

What it Means

You may see this error if:

- You typed in your password or email address incorrectly.
- The email address associated with your account contains errors.
- Your account as been deleted or deactivated.
- The login information you have been given is incorrect.
- You have tried to log in using an incorrect password too many times.

> **Teachers: Avoid this Error** by double-checking account information when you register your students.

Troubleshooting Steps

Step 1: Check Your Account Information

- Ask your teacher to log into their account and open your User Profile.
  - → Proceed to Step 2.

Step 2: Correct Errors

- Check that the email address on your User Profile is free of errors, such as:
  - Invalid characters or symbols.
  - Missing characters or symbols (such as the @ symbol, periods or underscores)
  - Blank spaces within the email box, (a common issue when email addresses are copied and pasted).
  - Misspelled names or words.
- Correct any errors that are found.
  - → Proceed to Step 3.

Step 3: Sign into Your Account

- Try to sign your Safety in Schools account.

→ If errors continue, please submit a **Request for Support**.

Uncommon Errors

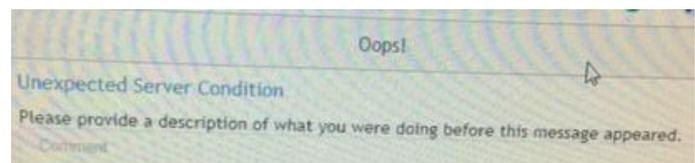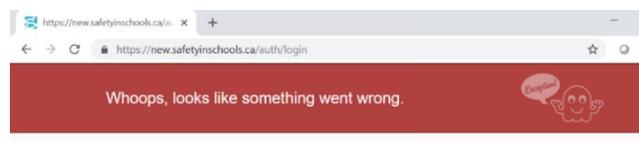These are images of errors that we do not see very often.

If you see one of these error messages, it is most likely a temporary server issue.

Close your browser, wait a few minutes and then try again.

If the errors continue, please submit a **Request for Support**.

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Frequently Asked Questions

When I start a course, do I need to complete it all in one sitting?

No. You can log out and come back to your courses as many times as you'd like, making it easy to complete your courses at your own pace and when it is convenient for you.

Be sure to select the Exit Course icon on the lower left-hand side of your screen, as this will save your place in the course. When you log in again and click on Continue Course, you will be taken back to where you left off.

Note: You cannot resume tests, so be sure you can complete any tests before exiting the course.

I got kicked out during my Course Post-Test. What happened?

SWIFT uses an adaptive testing algorithm (used to shorten testing time) based on the mastery score and number of questions selected for the Course Post-Test. You will be presented with questions until it determines mastery or non-mastery.

For example, if the mastery level is set to 50% and the test includes 5 questions, SWIFT will stop testing if the learner fails the first three questions.

If you believe there has been an error with your Course Post-Test, please submit a **Request for Support** and include a description of the issue along with the date and time of your latest attempt.

I have passed all the Pre-Tests in my course. Do I have to do a final Course Post-Test?

If you do not answer all the questions in the module Pre-Tests correctly, they will be added to the test at the end of your course. If you pass all the Pre-Tests in your course, you will not be presented with the final Course Post-Test, but you will be presented with your certificate.

I mastered my course, so why does it say that I haven't started?

You may have pressed Restart Course on your My Courses page, which resets your status on the Safety in Schools system.

To reset your mastered status, please send a message to swiftsupport@swiftlearning.com and ask to have your course history restored. Remember to include your full name and your email address associated with your Safety in Schools account.

Sometimes people mistake the Pre-Tests or Module Exercises for the Course Post-Test, so it is possible that you haven't yet mastered the course. If this is the case, the SWIFT Learning team will be able to show you your previous attempts and the score that you earned on each of them.

Also remember that mastery is set at 80% for Safety in Schools courses, rather than a +50% pass/fail.

I scored below 80% on my Course Post-Test. Can I try again?

You can review the course and take the Course Post-Test as many times as needed to master the material. We recommend that you review your previous attempt(s) and at least some portions of the course material before you try again.

Select Continue Course from your My Courses page, then open your navigation pane using the map icon and select Course Achievements. From there, expand the Completed Tests menu and select an attempt to see an overview of your results and the option to review that test.

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Once you feel comfortable with the material, go back to your Course Achievements page and click the Course Post-Test button.

Note: if you click Restart Course, you will lose access to your previous attempts and course achievements. We only recommend restarting a course if you have reached the maximum number of Post-Tests available (10) without achieving mastery.

Can I go back into a course I have already mastered to review the material?

Yes. When you log in again you will see a Review button beside the Certificate button on your My Courses page.

I am reviewing my test and a question I know I got right was marked wrong. What should I do?

Please take a screen shot of the error and send it to swiftsupport@swiftlearning.com with a brief description of the error.

Be sure to provide the name of the course along with your name and the email address and password associated with your Safety in Schools account.

I set up a student account, why aren't they able to log in?

You may have typed in an incorrect or invalid character or used an invalid email format when you created the account.

Please check the account information and correct any errors. If you do not see any errors or the student continues to experience login issues, please submit a **Request for Support**.

Why does my certificate say my teachers name instead of mine?

Your teacher may have made an error creating your account or have given you access to their account instead of your own. All users must have their own account with a unique email address and the correct first and last name of the user, as this is what will appear on any certificates earned using that account.

If you are experiencing this issue, please submit a **Request for Support** and include your teachers name and a copy of the certificate.

Is there a question that you think belongs here?
Please send your suggestion to info@safetyinschools.ca

Request User Support

If you continue to experience errors or difficulties with your account after completing the steps in this Guide and reading through the FAQ, please submit a support request by visiting:

www.safetyinschools.ca/Support