



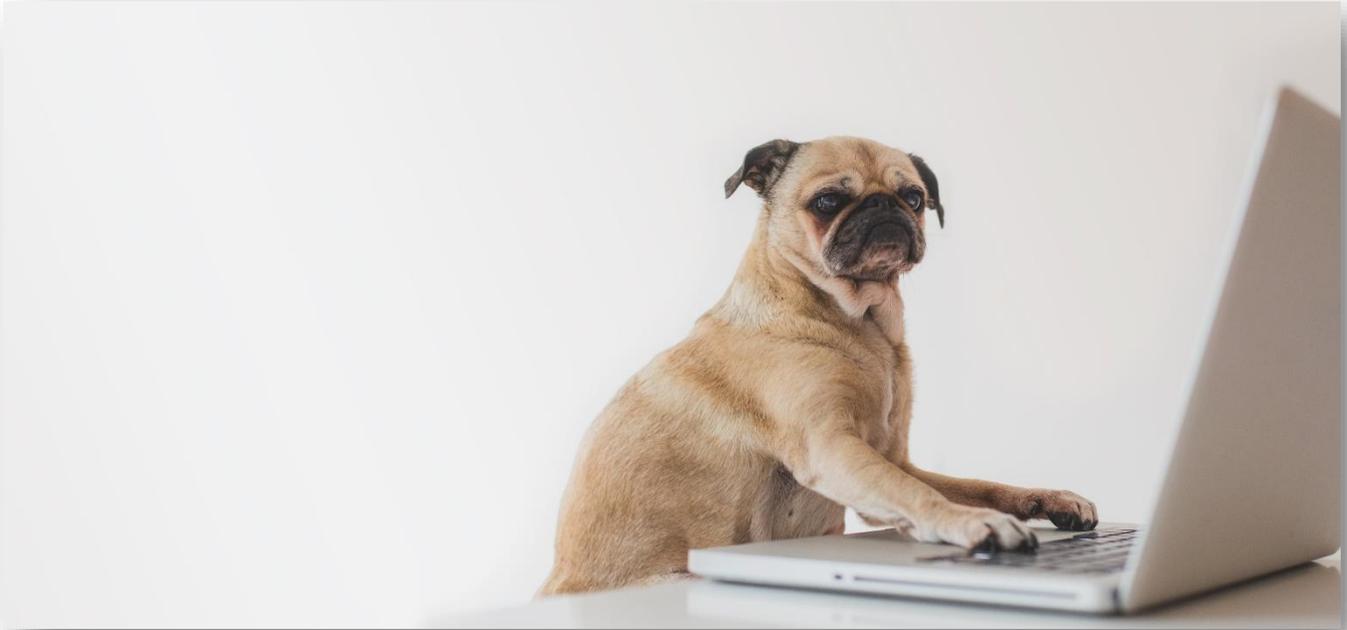
TROUBLESHOOTING GUIDE FOR USERS



TABLE OF CONTENTS

Introduction.....	3
Logging In	3
Username and Password	4
User Menu.....	4
Submitting a Request for Support	5
Login and Account Errors	7
Login Failed.....	7
Course Session Errors.....	9
Please Sign In	9
No Session.....	9
Leave Page	9
Your Connection.....	11
Access and Enrollment Errors	13
Error Contacting Remote Server	13
Whoops, something went wrong	15
Other System Errors.....	16
Gateway Timeout	16
503 Service Unavailable.....	16
Frequently Asked Questions	17
Request User Support.....	18

INTRODUCTION



This Troubleshooting Guide has been created to help students and teachers find solutions to the most common errors encountered by Safety in Schools users.

In many cases, this guide will allow users to diagnose and resolve issues quickly, easily and without the need to contact our Support Team.

Users who continue to encounter issues after following the steps in this guide will have completed the first steps our team typically follows to diagnose and resolve issues and will be able to provide better quality information when making a Request for Support.

This reduces the time and effort our team requires to gather information, troubleshoot solutions, and close the request.

Logging In

To log into your user account, please follow these steps:

1. Go to www.safetyinschools.ca and select **Login to Safety in Schools**
2. Enter **email address** and **password**, and select **Login**

Users linked to multiple school accounts will be greeted with a dropdown menu listing those schools. Select the school that you would like to work under or manage and click **Go**.

Username and Password

The email address linked to your account will act as your username. If you are not sure what your password is, ask the teacher or administrator who created your account.

If your teacher informs you that they did not assign a password, you can set one yourself by following these steps:

1. Go to www.safetyinschools.ca and select **Login to Safety in Schools**
2. Click **Forgot your password?**
3. Enter the **email address** linked to your account and click **Go**
4. Check your email for a message containing a password reset link
 - o Allow a few minutes for the email to arrive
 - o Check your spam/junk folder
5. Open the **password reset link** in the email
6. Enter your **login email address**, your desired **password**, re-enter the new **password**, and click **Go**

User Menu

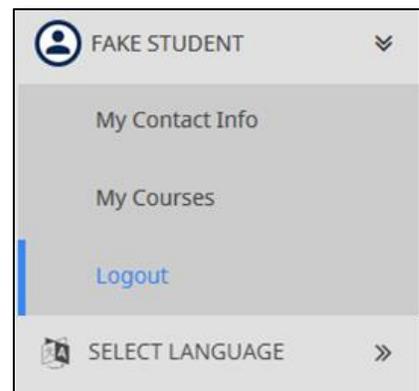
When you log into your account, you will see a side menu that looks like this:

My Contact Info

This tab provides access to your **User Profile** page.

From this page, you can:

- View or change your first or last name
- View or change your email address
- Change your password



My Courses

This tab provides access to your **My Courses** page. From this page, you can:

- Start, continue, or restart courses that you are enrolled in
- View and print certificates for courses you have mastered
- Export your personal course status and grades in a CSV file

Logout

Select this tab to log out of your account.

Submitting a Request for Support

User Support Process

If you have a question about Safety in Schools, need help resolving an issue with your account or experience errors accessing your courses, please follow these steps to ensure you get the support you need as quickly as possible.

Step 1: Look for Answers

- In most cases, you can resolve an error or find the information you need yourself in one of the **Support Resources** listed in the section below.
- Visit www.safetyinschools.ca/support to access these resources.

Step 2: Define Your Request

- If you are not able to find the information or solution you need in one of the resources above, you may need to submit a **Request for Support**.
- Go to www.safetyinschools.ca/support to submit your request.
 - Determine which **Request Type** your concern falls under (see **Request Types** section below).

Step 3: Submit a Request for Support

- Select **Request Administrative Support** or **Request Technical Support**.
- Select the appropriate **Request Type**.
- Fill out the contact form with as much detail as possible and click **Submit**.

Support Resources

User's Troubleshooting Guide

This User's Troubleshooting Guide outlines the most common errors encountered by Safety in Schools users and provides easy solutions for resolving them.

Administrative Guide for Teachers

The Administrative Guide for Teachers provides step-by-step instructions to help teachers navigate and manage the Safety in Schools system.

Safety in Schools Website

Further information about Safety in Schools program can be found under the **About** and **Programs** tabs of our website.

New Teacher Webinar

The New Teacher Webinar demonstrates the steps required to navigate and manage the Safety in Schools system.

Request Types

Administrative Support

Registration Requests

Submit a Request to Register a School if you are a teacher or administrator at a high school that is not currently registered with Safety in Schools.

If you are not sure whether your school is currently registered, send the request anyways and we will let you know.

Requests for Information

If you would like to request an information sheet or brochure, or have other questions about our program, submit a Request for Information.

Re-Activation Requests

User accounts are de-activated after three years of inactivity or sometimes manually de-activated by a teacher or administrator.

To re-activate an old account, submit a Request to Re-Activate a User.

Teacher Support / Guidance

If you are a teacher currently using our program in your school and you have a question that you cannot find an answer to in any of our user guides or FAQ, submit a Request for Teacher Support / Guidance.



Technical Support

Login and Account Errors

Issues logging in are usually due to an incorrect password or an error in your email address when you were registered.

Accounts are locked after too many failed attempts to log in, but our team can unlock your account, reset your password, and correct any mistakes on your account.

Course Session Errors

Submit a Course Session Error if you continue experiencing errors within the course environment (LMS) after following the steps in this Guide.

Access and Enrollment Errors

Submit an Access / Enrollment Error if you continue experiencing errors trying to access or enroll a user in a course after following the steps in this Guide, or if your course status is showing incorrectly.

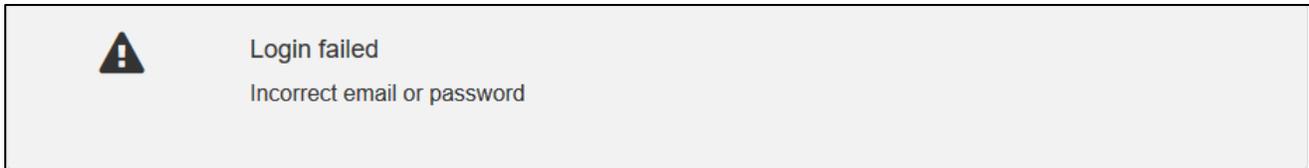
Other System Errors

Submit a System Error Request if you encounter bugs, glitches, issues exporting grades, etc., that are not covered in this Guide or the Administrative Guide for Teachers.



LOGIN AND ACCOUNT ERRORS

Login Failed



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 has 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.

Invalid Email Formats

Only allow letters, numbers, periods, and dashes in email addresses.

Special Characters not allowed in email addresses:

- Single quotes (e.g. "jay's-place@mail.com"; change to "jays-place@mail.com")
- French accents (e.g. "etiënne.d@mail.com"; change to "etienne.d@mail.com")
- Apostrophes (e.g. "k_o'brien@mail.com"; change to "k_obrien@mail.com")

When copying and pasting in email addresses make sure there are no hidden spaces before and/or after the address.

Troubleshooting Failed Logins

Step 4: Check Your Account Information

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

Step 5: Correct Errors

- Check that the **email address** on your account is free of errors, such as:
 - Invalid characters or symbols.

Troubleshooting Guide

Safety in Schools

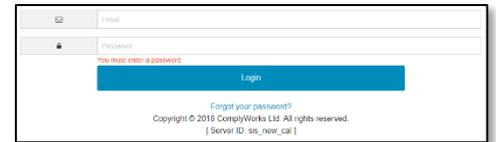
- Missing characters or symbols (such as the @ symbol, periods, or underscores).
- Blank spaces within the email box, (a common issue when email addresses are copied and pasted).
- Misspelled names or words.
- Correct any errors that are found.
 - Proceed to Step 3.

Step 6: Sign into Your Account

- Try to sign your Safety in Schools account.
 - If login is unsuccessful, proceed to Step 4.

Step 7: Reset Your Password

- Click **Forgot your password?**
- Enter the **email address** linked to your account and click **Go**
- Check your email for a message containing a password reset link
 - Allow a few minutes for the email to arrive
 - Check your spam/junk folder
- Open the **password reset link** in the email
- Enter your **logon email address**, your desired **password**, re-enter the new **password**, and click **Go**
 - Proceed to Step 5.



Step 8: Sign into Your Account

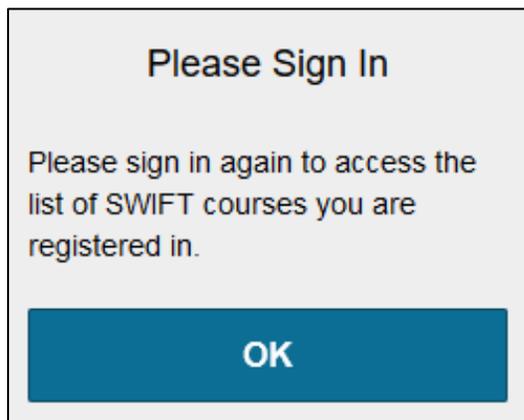
- Try to sign into your Safety in Schools account.
 - If you still cannot login, submit a **request for support**.

A screenshot of a 'Password Reset' form. The title is 'Password Reset'. Below the title, there is a paragraph: 'Enter the email address that you use to logon. If it is a valid user ID on this system, an email containing a password reset link will be sent to you.' There is an input field labeled 'Logon Email Address:' with a 'Go' button below it. At the bottom, there is a note: 'If you are a new administrator for your subscription, or your email address has changed, please contact our [Customer Support](#).'A screenshot of a 'Password Reset' confirmation form. The title is 'Password Reset'. Below the title, there is a paragraph: 'This will create your new password.' There are three input fields: 'Logon Email Address:', 'New Password:' (with a strength indicator '*****' and '(minimum 8 characters)'), and 'Re-Enter Password:'. A 'Go' button is located below the 'Re-Enter Password' field. At the bottom, there is a note: 'Please contact our [Customer Support](#) if you need assistance.'

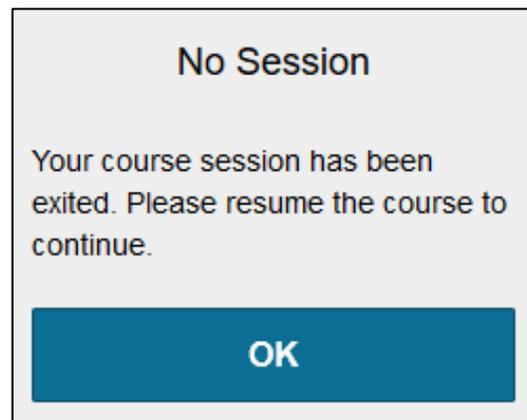
COURSE SESSION ERRORS

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

Please Sign In



No Session



You may see one of these errors if you:

- Open a course while another course is open on a separate browser, tab, or device.
- Open the same course twice on separate browsers, tabs, or devices.
- Forget to exit your previous course before opening a new one

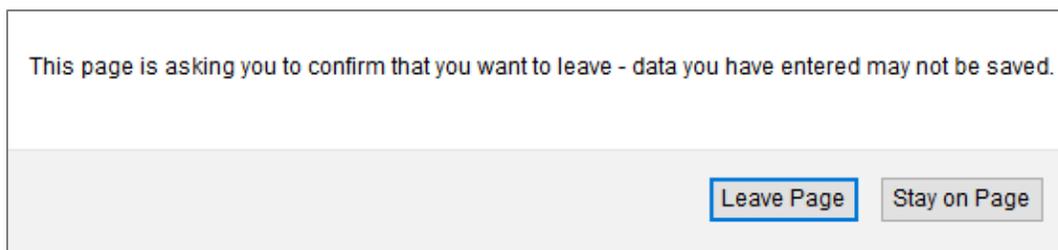
Please Sign In will appear in the session that was opened first. **No Session** will appear in the session that was opened second.



Avoid these errors by only opening one course on one device at a time.

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.

Troubleshooting Course Session Errors

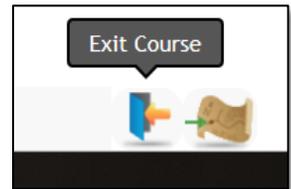
Once any of these errors appear, you will not be able to move forward through any courses until you have worked through the troubleshooting steps below.

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":

Troubleshooting Guide

Safety in Schools

- <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.

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

Your Connection

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 encounter a connection error, work through the troubleshooting steps listed below.

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



Avoid this error by checking your internet connection before starting.

Troubleshooting Connection Errors

Step 1: Check Your Network and Internet Connections

- 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 **Course Session Error** and follow the troubleshooting steps in the section above.

Step 2: Sign Out of Safety in Schools

- **Log Out** of your Safety in Schools account on all devices and then close each browser.
 - Proceed to Step 3.

Step 3: Open a Course

- Wait a minute or two, then **login** to 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

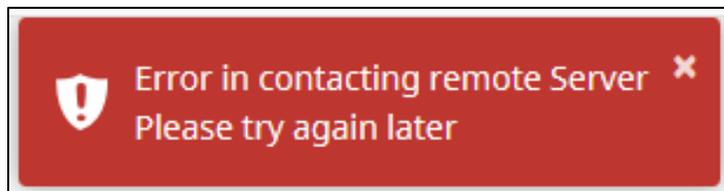
- **Exit** your course and **log out** of Safety in Schools.
- Clear your browser's cache, cookies, and history
- Close your browser.
 - Proceed to Step 5.

Step 5: Open a Course

- **Login** to your Safety in Schools account.
- Try to open a course from your **My Courses** page.
 - If errors continue, please submit a **Request for Support**.

ACCESS AND ENROLLMENT ERRORS

Error Contacting Remote Server



This error may occur while trying to access or enroll a user in a course.

In most cases, it indicates a discrepancy between the account information on the course provider's server and the Safety in Schools server.

On rare occasions, this error is the result of server issues or maintenance. In this case, all Safety in Schools users will encounter the same error while trying to access or enroll in courses.

Account Discrepancies

SWIFT Learning (our course provider) automatically creates a mirror account on their server the first time a Safety in Schools user accesses a course.

Discrepancies can occur when:

1. An account with the same email address already exists on the SWIFT Learning server
2. The email address contains invalid characters or spaces

The most common cause of this issue is a duplicate account.

This happens when a previously registered user was deleted from their school account and a teacher or administrator tries to re-create the account using the same email address.

- Because an account with that email address already exists on the SWIFT Learning server, an error will occur when you try to enroll the user in courses.
- If the account was created with a different email address and then changed to the one with an existing mirror account after the user was already enrolled into courses, the server will become confused when they try to access those courses.

If the error is due to an invalid email address, it is because the SWIFT Learning server is unable to recognize the email address.

Troubleshooting Remote Server Errors

This is one error that users cannot resolve on their own.

You must follow these steps and submit a **request for support**.

Step 1: Check if other users are experiencing the same issue

- Ask another student or teacher to log into their Safety in Schools account.
- Have them try to access a course or enroll a student into a course.

→ Proceed to Step 2.

Step 2: Determine the correct request type

- If other users DO NOT encounter the same error, select **Access and Enrollment Errors**
- If other users DO encounter the same error, select **Other System Errors**

→ Proceed to Step 3.

Step 3: Submit a Request for Support

- Include as much information as possible in the description section.
 - **Access and Enrollment Errors:**
 - Include whether the account in question has ever been deleted and re-created, and any corrections made to the account information that you are aware of.
 - **Other System Errors:**
 - Note that multiple users are experiencing the issue and other details such as when the error was first discovered.

Whoops, something went wrong



There are two times when this error may come up:

1. When you try to open a course from your **My Courses** page (which typically means that your access to the course has expired).
2. When you (a teacher/admin user) try to enroll a user into a course.

It is also possible that this may be due to a server error or glitch on the Safety in Schools system, like the Remote Server Errors in the section above.

If you have been unseated

Safety in Schools users are unseated from their courses one year after starting the course.

This means that you are no longer able to access the course material, although any certificates you have earned remain valid and accessible for three years after completion.

→ If you need to review or access a course that you started more than one year ago, you will need to **Submit a Request for Support** and ask to be resealed.

If you are trying to enroll a user

If you are a teacher and receive this error while trying to enroll a user into a course, there is likely an error with that user's account.

If there is an error with the user's email address, this can cause confusion between our course provider's server and the Safety in Schools server.

Troubleshooting *Whoops, Something Went Wrong* Errors

To correct *Whoops, Something Went Wrong* errors, follow the steps under **Troubleshooting Remote Server Errors** above.

OTHER SYSTEM ERRORS

Gateway Timeout

504 Gateway Time-out

Teachers may experience a gateway timeout error while trying to export grades from the Manage Enrollments page.

There are two reasons you might encounter a gateway timeout:

1. You are trying to export too much data at once.
2. You are experiencing connection issues on your network.

Most of the time, this error is caused by trying to export too much data.

This happens when the group selected for export is too large, for example, when a teacher selects “All” instead of a smaller class grouping in a school with a high volume of users.

Teachers may also experience this issue if they make their class groupings too large.



Avoid this error by organizing students into class groupings of 50 or fewer.

503 Service Unavailable

This is likely due to a server issue on Safety in Schools’ or our course provider’s server.

- If you encounter this error, please take a screenshot, and submit a **Request for Support (Other System Error)**.

503 Service Unavailable

No server is available to handle this request.

FREQUENTLY ASKED QUESTIONS

Do Safety in Schools courses align with my province's K-12 curriculum?

Alberta

- Yes. Several Safety in Schools courses align to the Alberta curriculum.
- Curriculum alignment documents for HCS 3000, HCS 3010, AGR 3000, CALM and General CTS Alignment can be found on our Alberta Courses page.

Saskatchewan

- Safety in Schools courses may align to some learning outcomes contained in the SK K-12 curriculum, but our team has not completed a review of SK curriculum outcomes or an alignment process.
- If you are using Safety in Schools courses to meet the learning outcomes for a SK curriculum course, please let us know which course(s) you are using, and the curriculum outcome(s) met.

British Columbia

- Safety in Schools courses may align to some learning outcomes contained in the BC K-12 curriculum, but our team has not completed a review of BC curriculum outcomes or an alignment process.
- If you are using Safety in Schools courses to meet the learning outcomes for a BC curriculum course, please let us know which course(s) you are using, and the curriculum outcome(s) met.

Can I put these course on my resume?

- Yes. The courses in our SWIFT Learning library are the same ones that employers purchase from our Founding Partners to train their own employees.
- Taking these courses before entering the workforce puts Safety in Schools students at an advantage when applying to many large employers.
- These courses can also give students interested in a career in Occupational Health and Safety a head start toward three competency-based certificates.

I have forgotten my password. What should I do?

- From the [Safety in Schools homepage](#), click [Login to Safety in Schools](#).
- Click on the [Forgot your password?](#) link below the login form.

Troubleshooting Guide

Safety in Schools

- Enter your email address and select **Go**.

I am having trouble logging into my Safety in Schools account. What should I do?

- You may be using an incorrect password and/or email address to log in. Ask the person who registered you to confirm the email address and password assigned to you or follow the same steps as the **Forgot your password?** process above.
- If you have tried to log into your account using an incorrect password too many times, you will be locked out of your account. **Submit a Request** to have your account unlocked and your password reset.

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

- You may have used an invalid email format or typed an incorrect or invalid character when you created the account.
- Please open the user's profile to 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**.

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 would like, making it easy to complete 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.*

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

- Yes. You will have access to the course material for one year from the date you first started the course.
- After you have mastered a course you will see a **Review** button beside the **Certificate** button on your **My Courses** page. Click on this button to open the course and review the material.

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

Troubleshooting Guide

Safety in Schools

- Yes. 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.
- 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.

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 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 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.

Troubleshooting Guide

Safety in Schools

- 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 mastered my course, so why does it say that I have not 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 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 have not 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.

Remember: Mastery is set at 80% for Safety in Schools courses, not a +50% pass/fail.

I have completed the course. How do I print my certificate?

- If you have completed the course to a Mastery level (80%), you should see a **Certificate** button beside the course name on your **My Courses** page. Click this button to open a copy of your certificate.
- Certificates are automatically generated upon completion, but it can take up to 15 minutes to appear on your **My Courses** page.
- Normally if you wait a few minutes and then refresh your **My Courses** page, or you log out and log back in, you will see the **Certificate** button there when you come back.

I have completed the course. Why can't I see my certificate?

- Certificates are automatically generated upon completion, but it can take up to 15 minutes to appear on your **My Courses** page. Sometimes it can take a bit longer if we are experiencing server or connection issues.
- Normally if you wait a few minutes and then refresh your **My Courses** page, or you log out and log back in, you will see the **Certificate** button there when you come back.
- If you are concerned about your status, please click on **Continue Course**, navigate to your **Course Achievements** page, and take a screenshot of the results from your successful test attempt. Wait at least 15 minutes and then log back into your account or refresh your **My Courses** page and see if the certificate has appeared. If not, please submit a **Request for Support** and include your screenshot with your submission.

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 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