RapidCourses

Frequently Asked Questions (FAQs)

1. Sometimes when I try to launch a course, I get a message that says *No Suitable Player Found*. What could be happening?
   1. Answer: This is largely due to the fact that web browsers are getting even more aggressive about blocking Flash. Chrome specifically is causing issues as of recent, because due to an internal upgrade that they did, they now block Flash content by default, unless the user manually goes in and chooses to allow it.
   2. To view detailed instructions created by Adobe for enabling the Flash player in several of the most popular web browsers, refer to Section 4: <https://helpx.adobe.com/flash-player.html#main-pars_text_4>
2. Sometimes when I try to launch a course, I get a message that says *Course was launched successfully*, but I don’t see it. What could be happening?
   1. Answer: Pop-up blockers must be disabled in order to successfully launch courses and documents located within the course. If, after disabling pop-up blockers the course still won’t launch, try holding down the CTRL key until the course launches.
3. One other problem that may be occurring is – in order to Exit a course properly you must click EXIT in the bottom left portion of the screen – if you close the window in the top right corner, there will be a screen telling you that you exited improperly and this message may be “hiding” behind other windows open on your computer and will block the successful launch of other courses. Improperly exiting courses will also keep Course Avenue from correctly updating your progress in the modules, so clicking EXIT is very important when closing a course before you complete it.
4. Is there any way to turn off the audio?
   1. Answer: No, not at this time. If you don’t want to listen to the audio, you will need to turn down or turn off your speakers.
5. How can I go back into my RapidCourses and print a Certificate of Completion for the modules I have completed?
   1. Answer: Log in at [http://ilru.deliver.courseavenue.com](http://ilru.deliver.courseavenue.com/), choose Enrollment & Transcript, look under Courses Completed, locate the course, click the  (blue camera button) icon (Launch Course), and then click *Launch*. After module has launched, click *Menu*, then click *Certificate of Completion*. Print Certificate and Exit the module.
6. How can I print the transcripts of RapidCourses?
   1. Answer: Launch the RapidCourse, click *Tools*, locate Transcript, and then open the document. You can print and/or download the document.
7. How can I print the Glossary Terms?
   1. Answer: Launch the RapidCourse, click *Glossary*. You can right-click *Print* and/or download the document.