

My screen is stuck on 'loading'

Close all browser windows. Now open a new browser window. Select from the top menu: Tools->Internet Options and then click 'Delete Files' and 'Delete Cookies' under the Temporary Internet files settings. This clears the cached or memorized pages. Now close your browser again. Open a new browser and try accessing a lesson. Sometimes when a file has timed out it is incomplete and if you don't clear the memorized pages from the browser, the computer will keep trying to run the incomplete page.

What happens if I fail the Final Exam?

If you fail the Final Exam you will be automatically required to take it again. Minimum required grade is 80%. Please go back to the course details page and click on the exam to retake it.

The web page won't come up, it just says 'Page not found' or 'Page will not display'.

This may have happened because there was an Internet Connection Interruption. Close all Internet browsers (Internet Explorer) and then open it again. Try typing www.danatectraining.com in the address bar, instead of using the link from your email or from your favorites list. You may also need to clear your cache.

I can't print the Dangerous Goods list or Class Guide on the TDG course.

To print these documents click on the "My Resources" button of your Training Profile. You will find TDG in the list. Click on the document you wish to print. It will open in a PDF document in a separate window.

*Note- You will need to have the latest player of Adobe to open these documents.

My username and password has not been e-mailed to me.

If an e-mail address was not entered during the registration, the username and password could not be e-mailed. To obtain your username and password contact your administrator or Danatec® at **1-800-465-3366**.

My username/password doesn't work or I can't remember it.

Be sure you are typing in the username/password exactly as shown in the email you received.

If you do not have the email that was delivered to your inbox indicating your username and password, you may ask your company administrator or contact our office at 1.800.465.3366

I have not been registered, but when I try to create a profile, a message says I'm in the system already.

Each username in our Database needs to be unique. If you get this message add a random two digit number to the username.

Can't I just do the final exam to get my certificate?

The course is designed to be fully completed before a certificate can be printed, to ensure that the student has adequately reviewed the material. There is no option to only complete a final exam.

I don't have time to finish my course today, can I just leave?

Yes, but you have to make sure you finish the chapter you are in. When you log back in you can begin the next chapter in the course.

I have finished my course, but my status is showing, as "InProgress" and I can't print my certificate.

Each chapter needs to be marked as 'Complete' in order for a certificate to be issued.

How do I change my password or personal information?

Click on 'Edit Account Info' from the main menu. *Note-You cannot change your first name, last name, or username.

Can I use the key Bulk key more than once?

Every time you use the key your company is charged. If you have already taken this step you will be notified that your name is already in the system. The system will then email your username and password if an e-mail address was entered.

I think I am missing a course; it is not listed under 'Courses and Exams'

Your Administrator, or whoever has ordered your on-line training, will have a record of all courses you were to be registered for. Please contact them.

Delete Cache

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To change Pop-up Blocker settings

- Open Internet Explorer.
- On the **Tools** menu, point to **Pop-up Blocker**, and then click **Pop-up Blocker Settings**.

Turn off the Internet Explorer Pop-up Blocker

Pop-up Blockers are typically turned on in Internet Explorer and set to the medium setting, which means it will block most automatic pop-ups. The default settings for the pop-up blocker allow you to see pop-ups that are opened when you click a link or button on a Web site. Pop-up Blocker will also play a sound and show the Information Bar when a pop-up is blocked. You can adjust these settings so that Pop-up Blocker works the way you want it to.