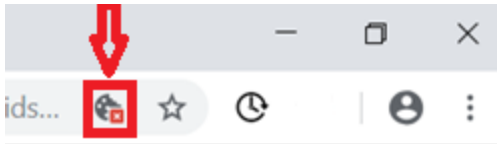


Having trouble logging into the Learning Center?

What to do in each case

1. If your password is not being accepted, then click on "Forgot your password" to reset it. If that does not solve the issue, please make sure that you use Microsoft Edge, Mozilla Firefox, Google Chrome or Safari on a Mac (preferably one of their last two major versions), and Pop-ups, JavaScript, Cookies and 3rd Party Cookies are allowed on your browser. If the issue is still there, please contact amos_training@swiss-as.com to reset your password.
2. If you cannot log on and there is a message that you should try again in 10 minutes, it means that some other user within your company (actually with the same IP address) has exceeded the number of maximum attempts to log on and has locked everybody else within the same company/IP address for 10 minutes. Try again after 15-20 minutes.
3. If the LMS interface is not red, but it has another colour, most probably, you are using a non-supported browser or browser version. Please use Microsoft Edge, Mozilla Firefox, Google Chrome or Safari on a Mac (preferably one of their last two major versions).
4. If in the browser address bar, there are icons showing that pop-ups or cookies are blocked, then you will have to allow those.



5. If you cannot log in and see a "loading" screen, then you need to go through the following checklist on the next page, and then you will have to restart your browser and log again onto the website <https://amos-learning.swiss-as.com/>

Troubleshooting Checklist

1. It is recommended to **not** access the website <https://amos-learning.swiss-as.com/> through a virtual machine/VMware, as performance and server connectivity issues may occur.

If this is the case, please switch off the VM, restart your browser, and access the website again.

2. The supported operating systems are Microsoft Windows 8 (or higher), OSX (last two major releases), and most Linux Distributions.

3. The supported desktop browsers are Microsoft Edge, Mozilla Firefox, Google Chrome, Safari (only on Mac) - only the last two major versions of each of these browsers.

4. On the browser, the following should be allowed:

- Pop-ups
 - o Chrome: Settings → Privacy and security → Site settings → Pop-ups and redirects → **Allowed**
 - o Firefox: From the menu go to Options → Privacy & Security → Permissions → **Do NOT block pop-up windows**
 - o Edge: Select Settings → Cookies and site permissions → Pop-ups and redirects → **Do NOT block pop-up windows**
 - o Safari: Preferences → Websites tab → Pop-up windows → click the drop-down menu in the bottom right corner of the window and select **Allow**
- Cookies, 3rd party cookies and local storage
 - o Chrome: Settings → Privacy and security → Cookies and other site data → **Allow all cookies**
 - o Firefox: From the menu go to Options → Privacy & Security → Enhanced Standard Protection should be set to **Standard or Custom**. If set to Custom, Cookies should be **allowed**.
 - o Edge: Select Settings → Cookies and site permissions → Cookies and site data → Allow all cookies → **Do NOT block third-party cookies**. Note: This will affect both Web Storage and cookies.
 - o Safari: Select Preferences → Privacy → Cookies and website data → **Allow all cookies**. Note: This will affect both Web Storage and cookies.
- JavaScript
 - o Chrome: Settings → Privacy and security → Site settings → JavaScript → **Allowed**
 - o Firefox: In the address bar type about:config → click "Accept the risk and continue" → search for javascript.enabled → if not set to true, then click on the toggle button (right side of the screen) to set it to **true**
 - o Edge: Select Settings → Cookies and site permissions → Javascript → **Allowed**

5. Audio and Video Autoplay should be enabled, in the browser settings