

AMOS WBT Access Troubleshooting

Checklist

After applying the following, you will have to restart your browser and log again onto the website <https://amos-learning.swiss-as.com/>

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**

- 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**
- Edge: Select Settings → Cookies and site permissions → Javascript → **Allowed**

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