

## RESPOND Website Help & Frequently Asked Questions

We apologize if you are experiencing technical difficulties! Please read below for solutions to some common issues. Due to the end of grant funding for this work, our ability to provide technical assistance is limited.

**Q: Why didn't I receive the confirmation email when I created my account?**

**A:** This email sometimes gets caught in spam filters—please check your spam folder.

**Q: Why aren't my modules loading?**

**A:** Internet Explorer and Safari are not compatible with the module software. Please try opening a new window in Google Chrome, Mozilla Firefox, or Microsoft Edge and try again. Google Chrome seems to work best.

**Q: The modules are not displaying on my iPad/iPhone. What should I do?**

**A:** The online courses are not compatible with mobile devices. Please try again using a laptop or desktop computer.

**Q: My module is stuck on a specific slide and will not let me move forward. What should I do?**

**A:** Please clear your web cache and browsing history and make sure your browser allows cookies. If that doesn't fix the issue, check to see what plugins are active on your browser; make sure that the plugin *Shockwave Flash 32.0* is disabled.

### Clearing browsing history and web cache in different browsers

Google Chrome: <https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>

Mozilla Firefox: <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>

Microsoft Edge: <https://support.microsoft.com/en-us/help/10607/microsoft-edge-view-delete-browser-history>

### Accessing settings regarding cookies in different browsers

Google Chrome: <https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=en>

Mozilla Firefox: [https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences#w\\_how-do-i-view-or-change-my-cookie-settings](https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences#w_how-do-i-view-or-change-my-cookie-settings)

Microsoft Edge: <https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies>

### Disabling plugins in different browsers

Google Chrome: <https://www.lifewire.com/disable-extensions-and-plugins-in-google-chrome-4103624>

Mozilla Firefox: <https://support.mozilla.org/en-US/kb/disable-or-remove-add-ons>

Microsoft Edge: <https://docs.microsoft.com/en-us/microsoft-edge/extensions/guides/adding-and-removing-extensions>

**Q: How do I obtain CE credit for taking the RESPOND course?**

**A:** If you would like to receive CE credit for the online course, [please click here](#) to access the course on the Oregon State University College of Pharmacy Continuing Education webpage. The cost for CE is \$30.