

Instructions for Module Troubleshooting

If a module is not progressing forward or if the quiz will not start, please perform the following troubleshooting actions:

1. Attempt the module in Google Chrome. If the module doesn't work, sign out of UC Learning completely. The log-out button is located under your profile icon in the upper right corner. Close ALL browser windows. Re-open a Google Chrome browser and log into UC Learning. Open the module and resume where you left off.
2. If the module continues to not work, open UC Learning in an alternative browser (e.g., Explorer, Edge, Firefox).
3. Clear the cache on your computer. [Click HERE for instructions.](#)
4. Try using incognito mode on Google Chrome. [Click HERE for instructions.](#)
5. If you have attempted all of the above actions and are still having module issues, the next step is to attempt the module on an alternative computer (e.g. a computer on your department). If you do not have an alternate computer available, please contact the course facilitator to schedule time in the computer lab.