


If you are experiencing issues with your training, here are four quick things to try:

1. Close your browser completely and start over.
2. Make sure your browser is up to date.




### Firefox

- Open Firefox
- At the top right, click the menu icon  , click **Help** and select **About Firefox**.
- The About Mozilla Firefox window opens. Firefox will check for updates and download them automatically.
- When the download is complete, click **Restart** to complete the update.




### Chrome

- Open Chrome
- At the top right, click the menu icon  , click **Help** and select **About Google Chrome**.
- The About Chrome page opens. Google Chrome will check for updates and download them automatically.
- When the download is complete, click **Relaunch** to complete the update.



### Edge

- Open Edge
- At the top right, click the menu icon  , click **Help and Feedback** and select **About Microsoft Edge**.
- The About page opens. Edge will check for updates and download them automatically.
- When the download is complete, click **Restart** to complete the update.

3. Try changing browsers.

Copy and paste the following link into a different browser, <https://training.knowbe4.com> . This link will take you to the training, log in with your SPC credentials.

4. Reboot your computer.