Student
CSTS Troubleshooting Guide

Contents

Getting Started 2

How to disable pop-ups in Settings 3

Mobile devices 3

iPhone + CHROME: 3

iPhone + SAFARI: 3

iPhone + EDGE: 3

Android + CHROME: 4

Android + SAFARI: 4

Android + EDGE: 4

Desktops 5

PC + CHROME: 5

PC + EDGE: 5

PC + FIREFOX: 5

Mac + CHROME: 5

Mac + SAFARI: 5

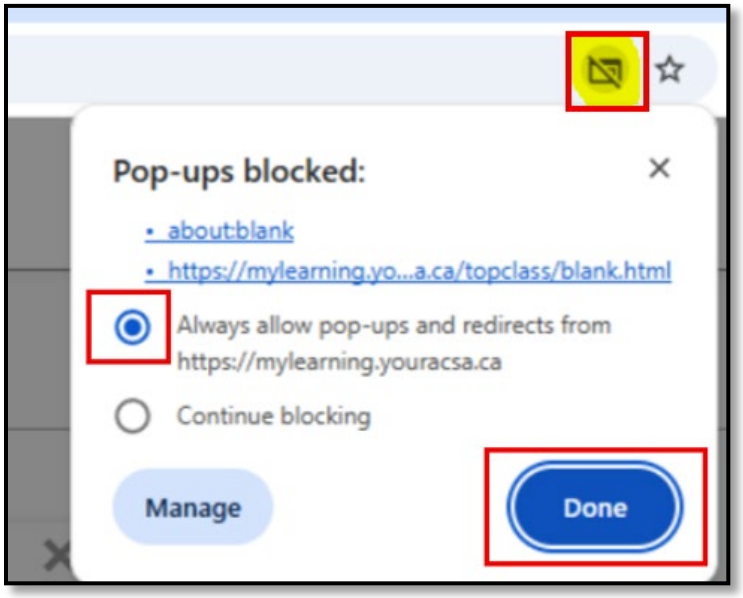
Other issues and how to troubleshoot 6

Module progression errors 6

CSTS-2020 Fundamentals and its modules all launch in a separate “pop-up” window. This will pose a problem if pop-ups are blocked in your internet browsers.

Getting Started

1. If you are using a mobile device, **we suggest you use a Desktop device** instead. Mobile devices are not as compatible or user-friendly for the on-demand courses.
2. If you attempt to open CSTS and see a **notification to “Enable” Pop-Ups**, please **click ALLOW**.
3. If instead you see on the URL bar, far to the right, a **little box with a slash in it, click that** – it’s likely the Pop-Up notification allowing you to disable pop-ups for the MyLearning site right there**. Click “Always allow pop-ups and redirects from https://mylearning.youracsa.ca**.”



How to disable pop-ups in Settings

1. First ADD THE SPECIFIC WEBSITE TO **ALWAYS ALLOW**: **mylearning.youracsa.ca**
2. If this doesn't work, you can select **ALWAYS ALLOW for ALL POP-UPS.** But you will want to **change this back to ALWAYS BLOCK** after you finish your course.
3. After the exception is made, you must **close** the failed course video tab, **refresh** the original MyLearning tab, then **relaunch** the course.

Mobile devices

iPhone + CHROME:

1. **Tap the three dots** (More) in the bottom right corner.
2. Select **"Settings"**.
3. Tap **"Content Settings"**.
4. Tap **"Block Pop-ups"**.
5. **Look for a location to add a specific site: add mylearning.youracsa.ca**
6. If this doesn't work, turn off pop-ups for all sites: Toggle the switch to the **"Off"** position.

iPhone + SAFARI:

1. Locate and tap the **Settings app** on your iPhone or iPad.
2. Scroll down and click on **Apps.**
3. Scroll down and tap on **"Safari".**
4. Under the "General" section, locate the **"Block Pop-ups" setting**.
5. **Look for a location to add a specific site: add mylearning.youracsa.ca**
6. If this doesn't work, turn off pop-ups for all sites: toggle the switch next to **"Block Pop-ups" to the OFF** position (it will turn white).

iPhone + EDGE:

1. **Tap the three dots** (More) in the upper right corner and **select "Settings"** from the menu.
2. Find and tap on **"Privacy and Security,"** then select **"Site Permissions".**
3. Scroll down and tap on **"Pop-ups and redirects".**
4. **Look for a location to add a specific site: add mylearning.youracsa.ca**
5. If this doesn't work, allow pop-ups for all sites: **toggle the switch to the "Off"** position.
6. **Exit Settings**, go back to **MyLearning page** and swipe down to **refresh**.

Android + CHROME:

1. **Tap the three dots** (More) in the top right corner, then **select "Settings".**
2. Scroll down and tap on **"Site settings".**
3. Find and tap on **"Pop-ups and redirects".**
4. **Look for a location to add a specific site: add mylearning.youracsa.ca**
5. If this doesn't work, turn off all pop-ups by **toggling the switch to the OFF** position to allow pop-ups.

Android + SAFARI:

1. On your Android device, locate and open the **Settings app**.
2. Scroll down and tap on **"Safari"** within the settings menu.
3. Under the "General" section, find the "**Block Pop-ups"** option.
4. **Look for a location to add a specific site: add mylearning.youracsa.ca**
5. If this doesn't work, turn of all pop-ups by sliding the **"Block Pop-ups" toggle to the left (or off)** position to disable the pop-up blocker.

Android + EDGE:

1. Tap the Menu icon (**three horizontal lines or dots**) in the bottom-right or top-right corner of the screen.
2. Select **Settings** from the menu.
3. Tap on **Privacy, security, and services**.
4. Scroll down and tap on **Site Permissions**.
5. Select **Pop-ups and Redirects**.
6. **Look for a location to add a specific site: add mylearning.youracsa.ca**
7. If this doesn't work, disable pop-ups for all sites by toggling the switch to the **"ON"** position.

Desktops

PC + CHROME:

1. **Click the three dots** (More) in the top-right corner and select **"Settings".**
2. In the left-hand menu, click on **"Privacy and security".**
3. Click on **"Site settings".**
4. Scroll down and select **"Pop-ups and redirects".**
5. Under “Allowed to send pop-ups and use redirects” at the bottom of the screen, click “Add”, then add the website: **mylearning.youracsa.ca**
6. If this does not work, select **"Sites can send pop-ups and use redirects"** to allow pop-ups from all sites.

PC + EDGE:

1. **Click the three-dot "Settings and more"** menu in the top right corner, then select **"Settings".**
2. In the left column, click on **“Privacy, search, and services.”**
3. In the center column, click on **" All Permissions".**
4. Scroll down and click on **"Pop-ups and redirects".**
5. In the **Allow** section, click **Add**, enter **mylearning.youracsa.ca**, and click **Add.**
6. If this does not work, allow pop-ups from all sites: locate the **"Block (recommended)"** switch and turn it to the **OFF** position.

PC + FIREFOX:

1. PLEASE **DOWNLOAD EDGE OR CHROME**, as FIREFOX is not very compatible with launching the CSTS course.

Mac + CHROME:

1. **Click on the three dots** (More) in the top right corner of the browser window, then select **"Settings".**
2. Under "Privacy and security," click on **"Site settings".**
3. Scroll down and click on **"Pop-ups and redirects".**
4. **Look for a location to add a specific site: add mylearning.youracsa.ca**
5. If this doesn’t work, allow pop-ups from all sites: select **"Sites can send pop-ups and use redirects".** This allows all pop-ups.

Mac + SAFARI:

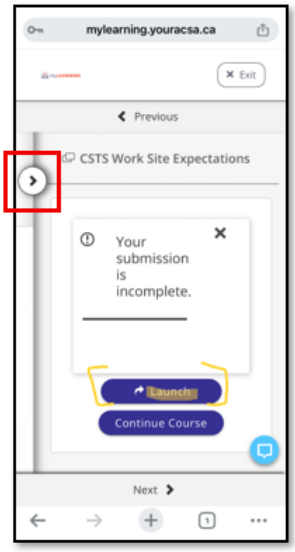
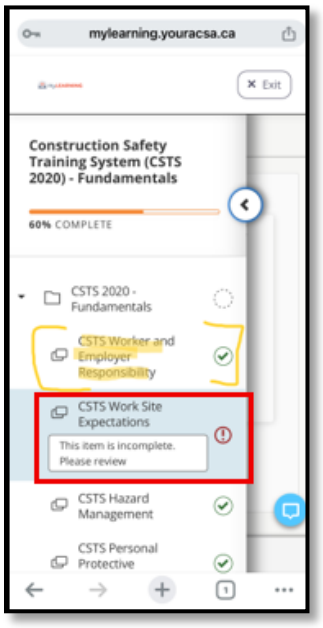
1. Launch the **Safari** browser on your Mac.
2. Click on "Safari" in the top menu bar, then select **"Preferences".**
3. In the Preferences window, click on the **"Websites" tab.**
4. In the left sidebar, choose **"Pop-up Windows".**
5. **Look for a location to add a specific site: add mylearning.youracsa.ca**
6. If this doesn’t work, allow pop-ups for all sites: select **"Allow"** from the drop-down menu next to "When visiting other websites".

Other issues and how to troubleshoot

Module progression errors

Should a user be unable to advance to the next module, or is required to repeat one, the following steps outline how to assist:

1. Close the tab with the video on it.
2. On the MyLearning tab, go to the module selector tab by clicking on the red arrow below.



3. Select the next module for completion.