

HIA Course Troubleshooting



Why am I seeing an error?

On August 13, the College updated the HIA course to improve the user experience. The course content was not changed.

If you accessed the course before the update, your browser may be loading an older version of the course from cached files or cookies, which can cause error messages.

A common sign of this issue: The opening instructions for the Final Quiz refer to a pass mark. If you see this wording, you are likely viewing an outdated version of the course.

Quick Fixes

Try the following steps:

1. **Use a different browser** (Chrome, Edge, or Safari).
2. **Clear your browser cache** to remove stored course files.
3. **Ensure your browser and operating system are up to date.**
4. **Close unnecessary applications and browser tabs.**
5. **Try a different device**, preferably a newer computer.
6. **Try a different network** if you are using a work computer. Some employer security settings may interfere with the course.

Important Information

Because the course is hosted on the College website rather than a learning management system (LMS):

- The College cannot track course completion or progress.
- Progress cannot be saved between sessions.

- The College cannot reset quiz attempts or course access.
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Reaching the Final Quiz

If you have already completed the course content and only need to access the Final Quiz again:

- You can quickly scroll through most content pages.
 - Most videos and knowledge checks can be skipped.
 - The **Roles** video must be played, but you can increase the playback speed.
 - In **Privacy in Action > Security and Disposition**, select **Continue** three times.
 - All circles in the left-hand menu should turn **blue** before the Final Quiz becomes available.
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Completing the Final Quiz

- Follow the instructions on the course page.
 - Do not use your browser's **Back** or **Refresh** buttons.
 - Allow each page, including the results page, to fully load before continuing.
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For users who have experienced this issue, the troubleshooting steps above have typically resolved the problem.

Still Need Help?

Please contact the College and provide:

- The device you are using
- Your browser and browser version
- A screenshot of the error message
- Confirmation that you have tried a different browser or cleared your cache

This will help us troubleshoot the issue more efficiently.