



Technology Tips for CMAA University

CMAA recommends the following solutions when a member has issues with loading content or their courses recording on CMAA University:

Upgrade your Browser to the latest version.

CMAA University works best on a laptop or desktop computer on the latest version of the following internet browsers: Firefox, Google Chrome, Internet Explorer and Safari. You can learn more about our system requirements [online](#).

Ensure your Firewall isn't blocking CMAA University

Occasionally users run into a snag when their network settings block a particular link, the audio transmission or the JavaScript. To rule these out, please ask your IT expert to make sure that the network isn't blocking JavaScript and that the firewall allows for the transfer of MP3 audio. If you're working from a personal computer on Internet Explorer, try the following steps:

1. Open Internet Explorer.
2. Using the Menu at the top (File | Edit | View etc.) go to "Tools," "Internet Options."
3. Go to the "Security" Tab and click on "Trusted sites".
4. Click on the Sites button.
5. Uncheck the box that reads "Require server validation..."
6. Under "Add this website to the zone" type "*.cmaa-university.org" (without the quotes) and click the "Add" button.
7. Click Close.
8. Click OK.
9. Close and reopen Internet Explorer.

Make sure your JavaScript is enabled and up to date.

CMAA University runs using JavaScript. If you are unable to load classes you may need to update or enable your JavaScript. To update your JavaScript please visit www.java.com for instructions. Instructions are provided below to enable your JavaScript in Internet Explorer:

1. On web browser menu click "Tools" menu and select "Internet Options".
2. In the "Internet Options" window select the "Security" tab.
3. On the "Security" tab click on the "Custom level..." button.
4. When the "Security Settings - Internet Zone" dialog window opens, look for the "Scripting" section.
5. In the "Active Scripting" item select "Enable".
6. When the "Warning!" window pops out asking "Are you sure you want to change the settings for this zone?" select "Yes".
7. In the "Internet Options" window click on the "OK" button to close it.
8. Click on the "Refresh" button of the web browser to refresh the page.

Clear your browser's cookies and cache on a monthly basis.

Cookies are small text files that websites send to your web browser to store information about your connection, preferences, activity and authentication on a website. Your cache is used by your browser to download web pages and store them on your computer to speed up web browsing. When you visit a site repeatedly, your browser speeds up delivery time by loading pages locally from your cache which results in less current versions of the web page being displayed.

Clearing your cache and cookies can significantly improve the speed and performance of your browser. It's a good habit to clear your cache monthly. This can easily be done in Internet Explorer by visiting "Tools" and selecting "Delete Browsing History..." or in Chrome by selecting "CTRL + H" and selecting "Clearing browsing data..."

Take only one class at a time.

CMAA University is designed for users to actively participate in online courses. Do not navigate away from the "Launch Training" screen until the training module's results have been recorded. If you navigate away from the "Launch Training" screen, or open a new tab to explore other areas of CMAA University, check your e-mail, walk away from your desk or do not respond to the system in a timely fashion, the system will assume you are no longer actively participating in content and will not record your course correctly.

Dedicate 30 minutes to shorter courses.

Due to liability reasons, many of the Club Training Center courses (and those included in Training for CMI Credit) have to be completed in one CMAA University session. The pause feature may be used if you keep the course open in your browser. If you hit pause and close the course window or your browser, you will have to retake the course in its entirety.

If you dedicate an entire day to completing courses.

As mentioned above the system is meant for an engaged online learner. While binge learning is common with online learning systems, please remember to log out and back into the system every 2 to 3 hours to ensure all of your activity is recorded properly.

Check "My Report Card" frequently.

The "My Report Card" feature on the Main Menu in the center carousel, keeps track of all the courses you have completed. If you are unsure of whether a course recorded, or your progress within the system, please check "My Report Card."