



SMART™

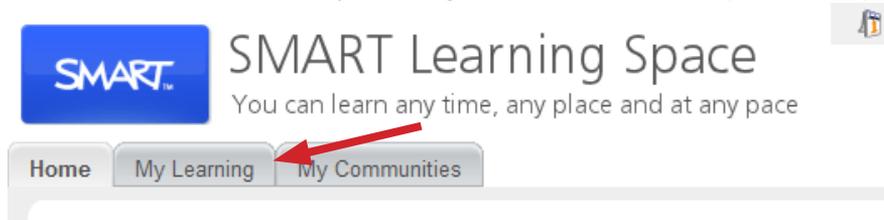
# Frequently Asked Questions

## Using SMART Learning Space

These frequently asked questions will improve your learning experience on the SMART Learning Space. You can also direct questions to [sls@smarttech.com](mailto:sls@smarttech.com) for more assistance.

### I accidentally registered for the wrong course. How do I cancel?

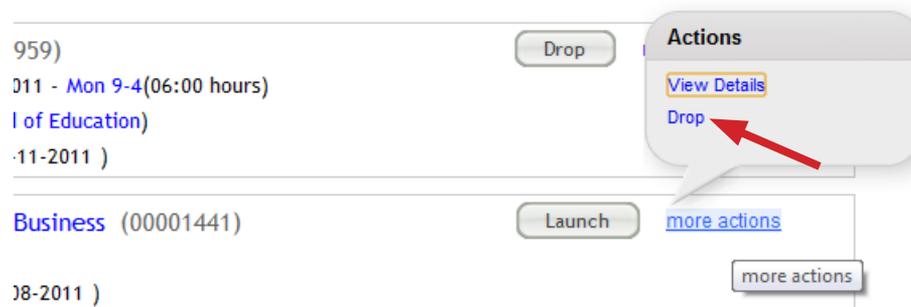
1. To cancel the course, click the **My Learning** tab to access your In-Progress Learning.



2. In **In-Progress Learning**, find the course you want to cancel.
3. Beside the course, click **Drop**.



4. If there is no Drop button available, point to **more actions**, then click **Drop**.



5. You will be asked to confirm your cancellation. Click **Drop** again.
6. You will receive an e-mail notification confirming your cancellation.

## I finished my training. How do I launch it again?

To launch any of your in-progress or finished self-paced modules, point to **Action** and click **View Learning Assignments**.

Click **Launch** to access the module again.

## I launched my training again, but I can't restart from the beginning.

Expand the table of contents by clicking the two gray arrows in the top right corner of the browser.



## I keep clicking Launch, but no content will load.

Our content is launched in a separate pop-up browser. Before you click Launch again, ensure you have added SMART Learning Space to your pop-up blocker safe list.

If you are using **Internet Explorer**, follow these steps to add the SMART Learning Space to your safe list:

1. In **Internet Explorer**, click Tools
2. Select **Internet Options**
3. Select the **Privacy tab**
4. Under **Pop-Up Blocker**, ensure you have checked **Turn on Pop-Up Blocker**
5. Click **Settings**
6. In the **Address of website** to allow field, copy and paste this link:  
<https://learningspace.smarttech.com/Saba/Web/Main>
7. Click **Add**

Your browser will now allow pop-ups for SMART Learning Space content.

If you are using **Mozilla Firefox**, follow these steps to add the SMART Learning Space to your safe list:

1. In Mozilla Firefox, click **Tools**
2. Select **Options**
3. Select the **Content tab**
4. Beside **Block pop-up windows**, click **Exceptions...**
5. In the **Address of website** field, copy and paste this link: <https://learningspace.smarttech.com/Saba/Web/Main>
6. Click **Allow**
7. Click **Close**
8. Click **OK**

Your browser will now allow pop-ups for SMART Learning Space content.

## I have no attempts left. What do I do?

If you run out of attempts on an assessment, contact [sls@smarttech.com](mailto:sls@smarttech.com). Tell us which assessment you're referring to and the reason all attempts have been used.

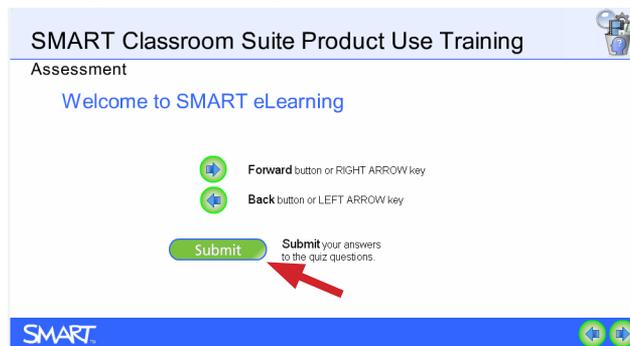
## I exited an assessment without finishing it, but an attempt has been recorded.

Each time you click the Launch button, an assessment attempt is recorded. To complete an assessment online, you are required to complete the assessment in one sitting.

If you have run out of attempts, please contact [sls@smarttech.com](mailto:sls@smarttech.com). Tell us which assessment you're referring to and the reason all attempts have been used.

## My answers aren't being recorded in the assessment. What do I do?

To record your answer choices during an assessment, you must click Submit for each question.



You're free to browse an assessment using the arrows, but to record your answers, be sure to click **Submit**.

## I enjoyed the course, and I have feedback and questions. Who do I contact?

Thank you for participating in our training. We are glad you enjoyed the course and welcome your feedback or questions. E-mail us at [sls@smarttech.com](mailto:sls@smarttech.com). We continue to improve our training and welcome both positive and negative feedback.

## Contact information

Any additional questions regarding the SMART Learning Space may be sent to [sls@smarttech.com](mailto:sls@smarttech.com). Alternatively, call 1.866.518.6791, option 6.

