



Frequently Asked Questions – Using the SMART Learning Space

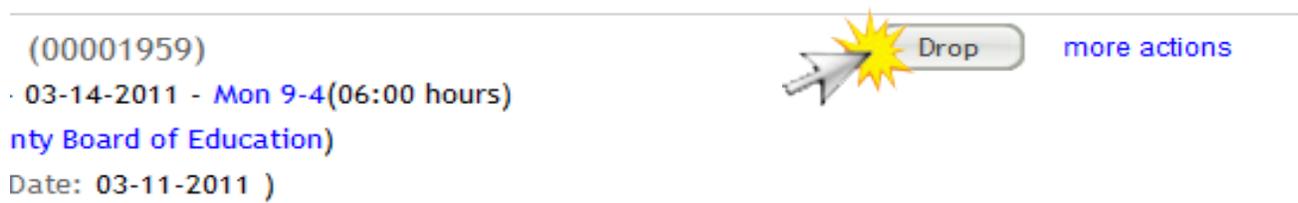
Knowing the answers to these frequently asked questions will improve your SMART Learning Space (SLS) experience. You can also ask questions using our [online contact form](#).

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

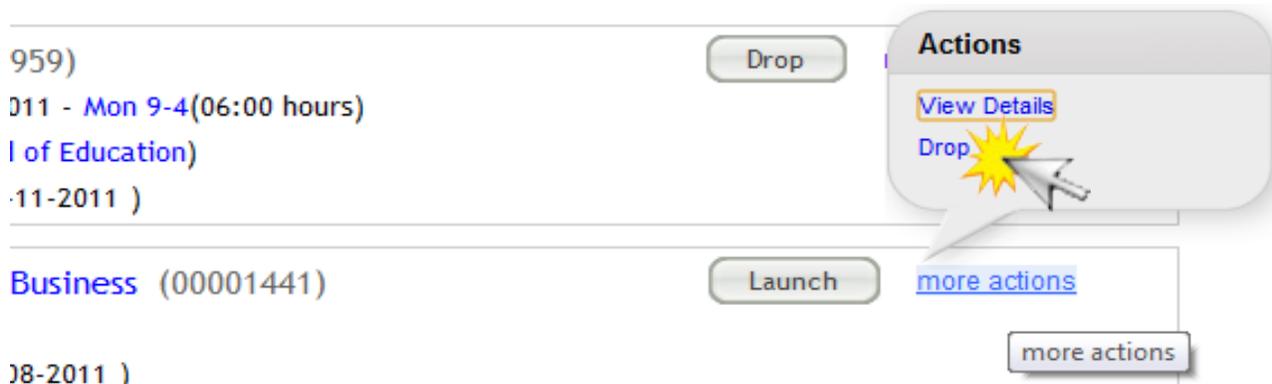
1. Click the **My Learning** tab to access your In-Progress Learning.



2. Under *In-Progress Learning*, find the course you want to cancel.
3. Click the **Drop** button.



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



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

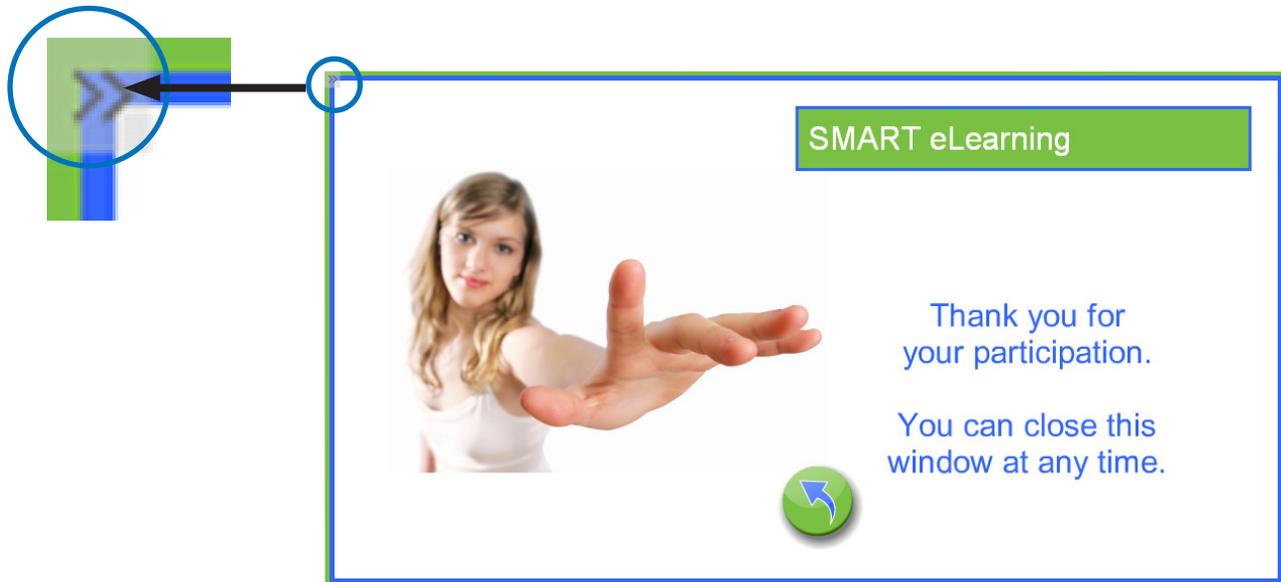
I finished my training. How do I launch it again?

To launch any of your completed self-paced modules:

1. Point to **Actions**, and then click **View Learning Assignments**.
2. 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 gray arrow in the top left corner of the browser.



I keep clicking Launch, but no content will load.

Content launches in a separate pop-up browser. Before you click Launch again, ensure you have added the SMART Learning Space to your pop-up blocker's safe list.

Internet Explorer® and Mozilla® Firefox are the supported browsers for the SMART Learning Space.

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

1. From the menu bar select **Tools > Internet Options**
2. Select the **Privacy** tab
3. Under *Pop-Up Blocker*, ensure you have checked **Turn on Pop-Up Blocker**
4. Click **Settings**
5. In the *Address of website to allow* field, copy and paste this link:
learningspace.smarttech.com
6. Click **Add**

Your Internet Explorer browser now allows pop-ups for SMART Learning Space content.

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

1. From the menu bar select **Tools > Options**
2. Select the **Content** tab
3. Beside the *Block pop-up windows* check box, click **Exceptions...**
4. In the *Address of website* field, copy and paste this link:
learningspace.smarttech.com
5. Click **Allow**
6. Click **Close**
7. Click **OK**

Your Mozilla Firefox browser now allows 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, fill out the [online contact form](#). In the *Question/Problem description* field, tell us the 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, fill out the [online contact form](#). In the *Question/Problem description* field, tell us the 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.

SMART Classroom Suite Product Use Training

Assessment

Welcome to SMART eLearning

Forward button or RIGHT ARROW key

Back button or LEFT ARROW key

Submit

Submit your answers to the quiz questions.

SMART

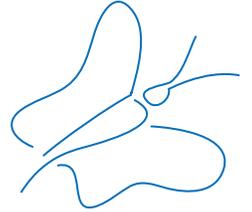
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I enjoyed the course, and I have feedback and questions. Who do I contact?

Contact SMART training and professional development by filling out the [online contact form](#). We continue to improve our training and welcome both positive and negative feedback.

Contact information

Ask any other questions about the SMART Learning Space through the [online contact form](#), or call 1.866.518.6791.



SMART training and professional development

SMART training

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Join us on Facebook and Twitter to connect and collaborate.

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