

# Troubleshooting Guide

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## What should I do if I'm having issues while taking a course?

If you are:

- a. Unable to launch a Course, Module, or other Training Materials;
- b. Stuck on the course landing page;
- c. Unable to see the Student Guides or Lab tab; or
- d. Seeing that Oracle NetSuite Learning Center is just loading.

**Please ensure you are using a recommended browser or system:**

- Browser must be a manufacturer-supported version of Edge, Firefox, Chrome, or Safari
- Enable JavaScript and Cookies
- Internet connection must be 1 mb or greater
- Turn off "My pop-up blockers"

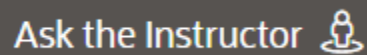
**Clear your internet browsing history:**

- On your computer, open Browser
- At the top right, click More
- Click History and then History
- On the left, click Clear browsing data. A box will appear
- From the drop-down menu, select how much history you want to delete
- **To clear everything, select All time**
- Check the boxes for the info you want browser to clear, including "browsing history."
- Click Clear browsing data.

## How can I ask a content question during my course?

Oracle NetSuite experts are available for online help. To request assistance with course specific questions, follow the steps below:

1. Click on the **Ask the Instructor** button within your course. An online form will open in a separate window.

A rectangular button with a dark background. The text "Ask the Instructor" is written in white, followed by a small white icon of a person with a speech bubble.

2. Fill out the Ask the Instructor Form and then click submit.
3. Content experts will provide guidance within two business days.

We're always working on improving our service and hope to support your specific situation as soon as possible. If any of steps above are unclear or did not resolve your issue, we'd appreciate if you can share with us the details via the [Contact NetSuite Training](#) form. That will help us track down what's happening and figure out the best way forward.