

## Technical Guidance and Troubleshooting: Online Education Module

- Be sure to use the most up-to-date version of your browser.
  - Browsers and Mobile for viewing the education module:
    - Windows: Internet Explorer 11, Microsoft Edge (latest version), Google Chrome (latest version), Firefox (latest version)
    - Mac: Safari (latest version), Google Chrome (latest version), Firefox (latest version)
    - **We do not recommend using a mobile device to complete the course and form.**
- Ensure your browser settings are enabled to allow the course to work.
  - When using Internet Explorer, turn off [Compatibility View](#).
  - JavaScript must be enabled for published courses to work.
- Clear the browser cache to ensure that your device has the latest course content and it isn't accessing outdated or invalid files.
  - [See here for how to clear your browser cache](#).
  - Please be aware: If you've already started the course, clearing your browser cache will cause the course to restart from the beginning. **We recommend clearing browser cache *before* beginning the course.**
- Please be sure to listen closely and read the "Course Instructions" as well as the navigation guidance regarding how to move through the module.
  - In order to advance the slides, you will need to click on each button with a white star.
- "Carefully" complete the electronic form at the end of the Module so that you can either, "Submit and Print" the *Certificate of Nonmedical Exemption*.
  - You will have the option to download the file as a PDF and save it to your computer.
- If you get "stuck" at any point, close out the Online Module. You can then go back into the module by clicking on the "Online Immunization Education Module" link at [www.colorado.gov/vaccineexemption](http://www.colorado.gov/vaccineexemption) The course will "resume" where you left off and you can finish and print off the *Certificate*.
- If you are unable to find your school in the dropdown menu, and choose to 'Add New', you may experience a bug where you are unable to submit the form. Please reach out to [CDPHE.DCDIMMUNIZATION@state.co.us](mailto:CDPHE.DCDIMMUNIZATION@state.co.us) and provide the name of your school for it to be added to the dropdown.