

## Troubleshooting



### Install latest Internet Explorer

Please ensure that you have installed the latest version of Internet Explorer. You can check (and install the latest version) here: <http://windows.microsoft.com/en-gb/internet-explorer/download-ie> (the latest is version 11)

### Log-in freezes

If you are being redirected, but the loading screen freezes similar to the right hand image or you see a spinning icon, check that Internet Explorer "Compatibility View" is disabled.

IE 10: In the "Menu" bar, click on the "Tools" link (if you can't see the Tools" links, left-click in the bar area and tick the "Menu Bar" link).

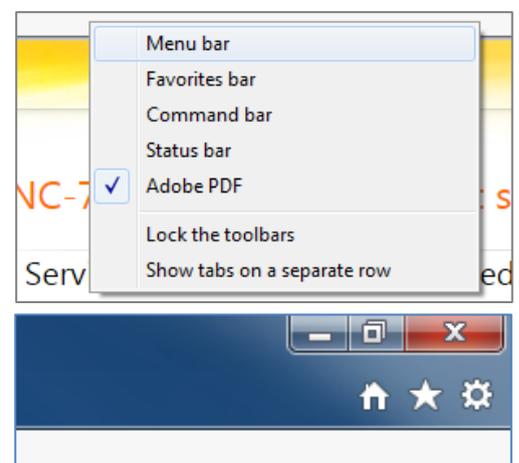
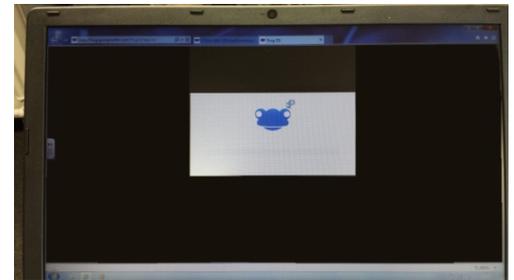
IE 11: Click on the cog icon on the top right hand of the screen.

In the drop-down menu, make sure that "Compatibility View" is not ticked.

Then, select the "Compatibility View Settings". If either "georgesalter" or "frog" are in the field "Websites you've added to Compatibility View", remove them by clicking on them and then click on the "Remove" button.

Also make sure that the option "Display intranet sites in Compatibility View" is un-ticked.

If there is a pop-up saying on the bottom of the screen "Only secure content is displayed", click on the right hand "Show all content" button.



### FROG Elements (like Timetable) are not showing

If after log-in the majority of the content is showing, but certain elements are not (such as the Timetable information), please ensure to log-in through the GSA web site rather than directly through FROGLearn as the authentication only works via that route.

### Page not loading

If after log-in some of the pages don't load completely, either no content is visible at all or only part of the content displays, eg the background is there but icons or documents are not showing, you need to refresh the page (sometimes it might need refreshing 3 or 4 times).

This is a known bug and the developers in FROG are working on it at the moment.

