Before starting a BuckeyeLearn training course, please read the below guidelines. It is very important to follow these instructions in order to receive credit for taking the course.

1. When launching a BuckeyeLearn course, 2 pop-ups initiate (see screenshot below). **Both windows must remain open while training is in progress.** If you close window 1, it severs the tie between the training and BuckeyeLearn. You would be able to proceed with the training and complete it, but that completion would not be communicated back to BuckeyeLearn.

2. Make sure the pop-up blocker on the internet browser is turned off.
3. Courses should be taken on a hard-wired (desktop) computer if possible. If you need to take a course using wifi, the connection needs to be strong (preferably osuwireless). If at any time the wifi signal is broken, the tie between the training and BuckeyeLearn is severed, resulting in progress and/or completion not being communicated back to BuckeyeLearn.
4. If you spend more than 2-hours in the training BuckeyeLearn will timeout, resulting in progress and/or completion not being communicated back to BuckeyeLearn.
5. If you are taking the *Understanding the Sexual Misconduct Policy* course, it contains an acknowledgement at the end of the course. Once you complete the course and receive a passing score, you must continue to the acknowledgement page to officially complete the course.

If you have additional technical issues with BuckeyeLearn you should submit an OCIO Help Desk ticket or call 688-HELP.