**SIEMENS** Gamesa
R E N E W A B L E   E N E R G Y

Tips and tricks for SG e-learnings

If you while taking an e-learning experience a problem such as freezing, a video will not play, or you cannot find the e-learning etc. there is some steps you can try before contacting Wind University.

1. **Always**: Play the e-learning in Google Chrome
   a. Our e-learnings are better supported with Google Chrome than Internet Explorer

2. **Video is freezing or will not play**: Delete your cookies and browser history data in Google Chrome

   a. Go to the Chrome "menu icon" and click "settings"
   b. Scroll down to the "privacy and security section"
   c. Click on "Clear browsing data"
   d. Choose the time range and press "Clear data"

3. **Video will not play:** Update both Java and Flash

   a. Open IT-shop
   b. Search on Java under "Software" and collect the latest version of Java
   c. Search on Flash under "Software" and collect the latest version of Flash

   It is possible that you might be missing some programs on your computer. If you experience a white screen with a little icon on the top left corner when playing the e-learning (like the picture below). You should install Unity and Flash Player from the IT-shop.
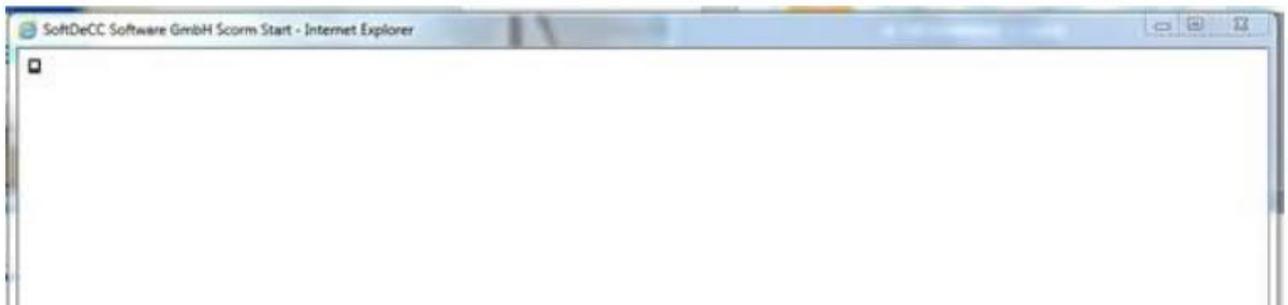

4. **Not passed:** If you have trouble with getting the qualification for an e-learning and having it showing as "passed", please check that the e-learning is not a part of an e-learning package. You do this by looking if there is stated "show info package"

   a. If you see "show info package", please click on it in order to see all the E-learning
   b. If it is a part of an e-learning package you will need to play them separately in order to play and pass all of them

5. **Cannot find already booked e-learning**: If you cannot find the e-learning under "My bookings" the e-learning has moved to "My Achieve".

After approx. 1 month the e-learning will automatically move to "My Archive" if you haven't completed it. If you complete it within one month the e-learning will automatically be moved to "My Achieve" after completion.

6. **Error when typing in email and password when trying to play an e-learning:** When you are prompted to type in email and password when trying to play an e-learning and the below message pop up:
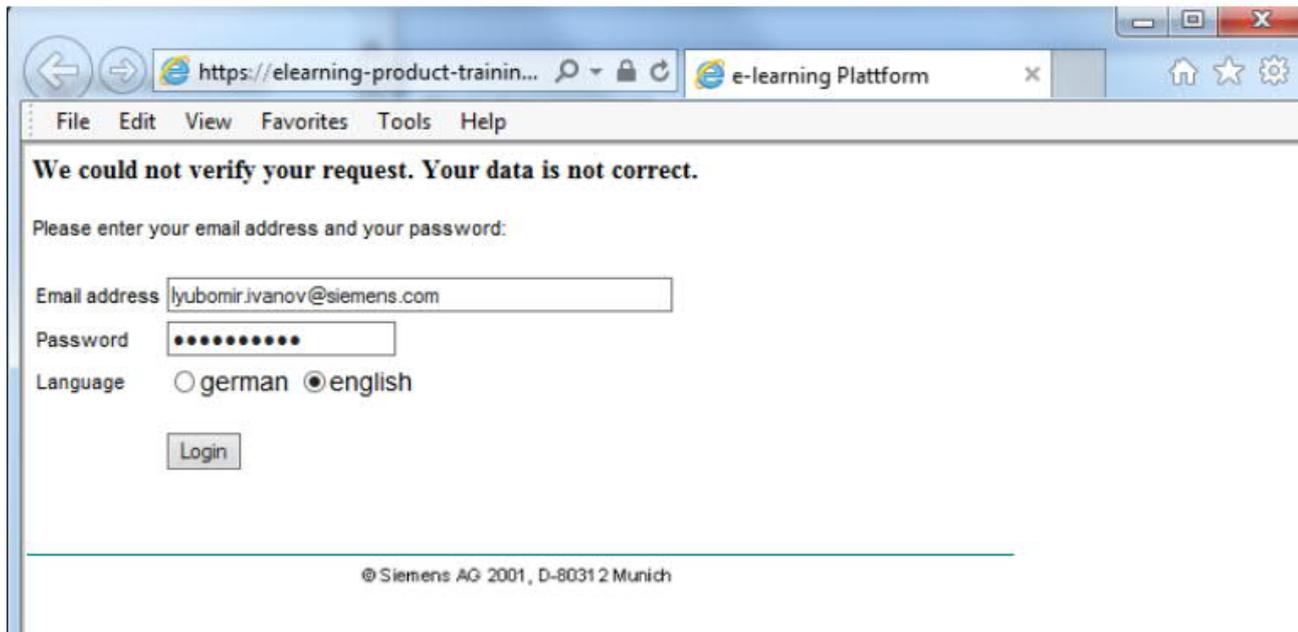
a. Your windows login will not work, and you will have to change your password to the SG Training Web – You do following: Go to "My Settings" and "Edit password"
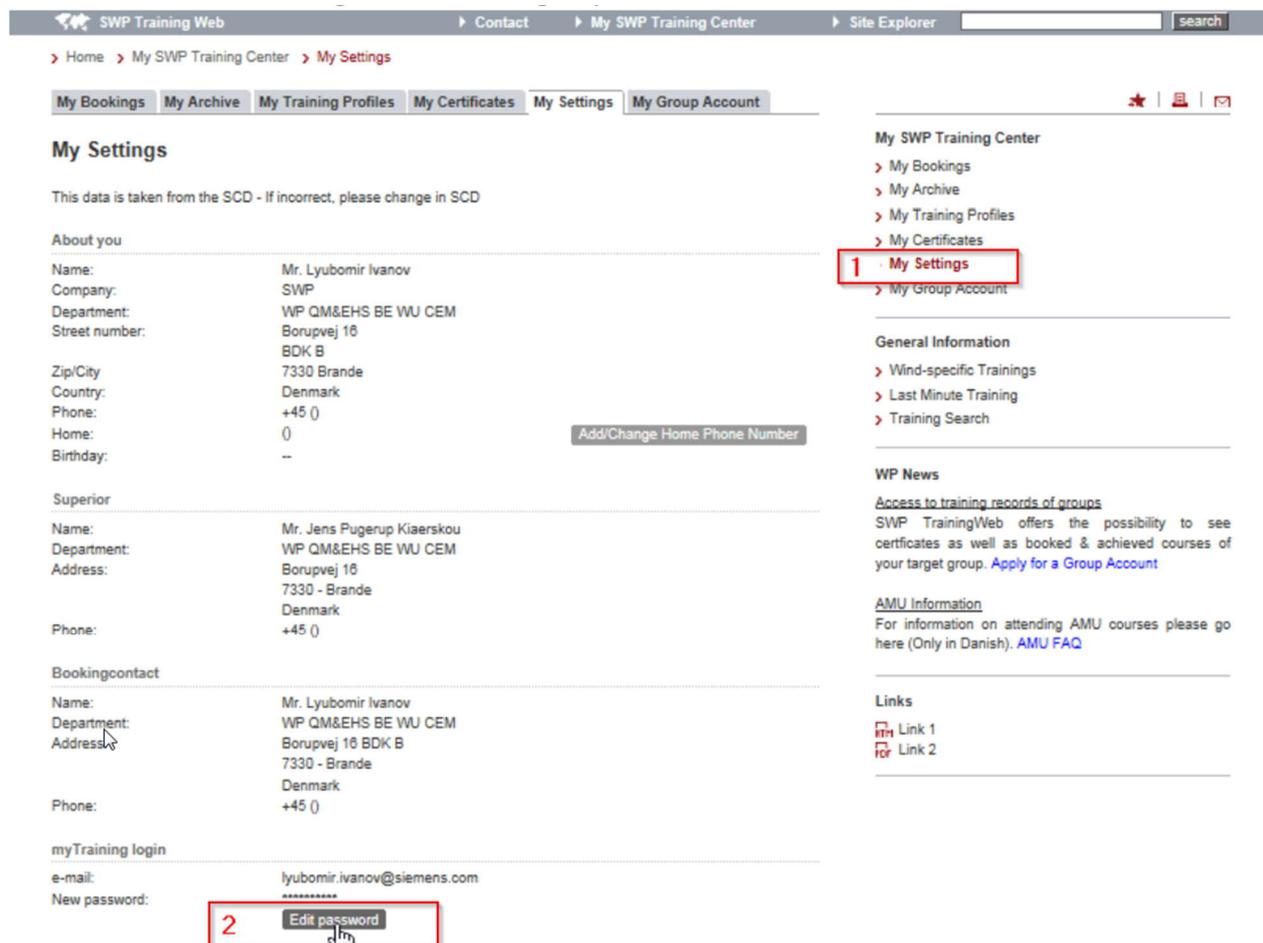
b. Afterwards, you need to log out of Training Web and close the browser. If you are still promoted to enter your password, use the new one you have just created.
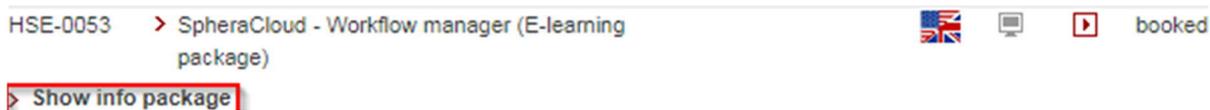
If you still have a problem with completing the e-learning, sent a mail with a screenshoot to wind.university@siemensgamesa.com

Tips and tricks for specific e-learnings

HSE-0001, HSE-0030, HSE-0053, QM-7108 or IT-3102 - Error when trying to play.

These e-learnings are **info packages** (meaning more e-learnings collected in one package) here you have to:

1. Unfold the package:

2. Play each of the modules individually:

SCP-2521 One SRM Requester training:

Some people experience that the e-learning freezes at a certain slide, after they have been asked to type in the number '2' followed by pressing 'enter'. This can be resolved by updating your Flash Player.

WP-3701 Teamcenter Viewer: Some people experience that the e-learning freezes or does not even play.

If you still have a problem with completing the e-learnings, sent a mail with a screenshoot to wind.university@siemensgamesa.com