

## Contents

1. Browser Support
2. Device Support
3. Troubleshooting Step 1: Clear browser cache
4. Troubleshooting Step 2: Use “Private” or “Incognito” browsing
5. Common Problems
  - a. [My class or certificate won't load](#)
  - b. [Authorization Error](#)
  - c. [API Adapter Error](#)

## Browser Support

The Statewide Learning Management System (SLMS) supports the newest versions of Google Chrome, Mozilla Firefox, Internet Explorer, and Apple Safari. If you are having technical difficulty with any of these browsers, try using Google Chrome.

## Device Support

SLMS is designed to work on desktop computers and laptops running Windows or Mac OS. Switch to a computer if you encounter errors while using a Chromebook, tablet, or cell phone.

## Troubleshooting Step 1

Delete your **cookies**, **temporary & cached files**, and **history** from your browser.

1. Close all browser windows
2. Open a new browser session
3. Follow the instructions for your browser:  
[Internet Explorer](#) | [Edge](#) | [Google Chrome](#) | [Mozilla Firefox](#) | [Apple Safari](#)
4. If this does not resolve the problem, try **Troubleshooting Step 2**.

## Troubleshooting Step 2

Use “Private” or “Incognito” browsing. Launch the private window by pressing the appropriate keys for your browser:

- Internet Explorer: Open Internet Explorer, then press Ctrl+Shift+P
- Edge: Open Edge, then press Ctrl+Shift+P
- Google Chrome: Open Chrome, then press Ctrl+Shift+N
- Mozilla Firefox: Open Firefox, then press Ctrl+Shift+P

- Apple Safari: Open Safari, Click File, select New Private Window

In the private window that you just opened, navigate to <https://nyslearn.ny.gov> and sign in.

### **Common problem: My class or certificate won't load**

In SLMS, online classes and certificates launch in a new window. If you click the launch button and the class or certificate does not appear within a few seconds, it may have been blocked by your browser's pop-up blocker.

1. Look for a button that says something like "Always show pop ups from this site"
2. Try again after allowing the pop-ups.
3. If this did not fix it, disable the pop-up blocker entirely by following the instructions for your browser: [Internet Explorer](#) | [Edge](#) | [Google Chrome](#) | [Mozilla Firefox](#) | [Apple Safari](#)

### **Common problem: Authorization Error**

If you receive an error in SLMS stating "You are not authorized to access this component," follow **Troubleshooting Step 1** to resolve the error.

### **Common Problem: API Adapter Error**

If you receive an "API Adapter Error" message, verify that you have the following in your internet browser's trusted sites:

- \*.ny.gov
- \*.state.ny.us
- nyslearn.ny.gov
- ws04.nyenet.state.ny.us

Instructions are available for [Internet Explorer, Google Chrome, and Mozilla Firefox](#). If you are using Edge or Safari, you will need to change to another browser.

After you have included these in your trusted sites, follow **Troubleshooting Step 1** before you try again.