

Troubleshooting

NOTE: depending upon the speed on your internet connection and the processing power of your device it can take up to 30 seconds for content to load

If content in Training Department does not display properly, there are a couple of things you can try:

1. Our content uses HTML5, which may not be natively supported on some Apple or Android devices. If you are using an Apple (iPad, iPhone, Mac) or Android (phone, tablet) device, you can try downloading a browser that supports Flash. Here are some recommended by our students:- Photon Flash-Puffin-Flash Fox-Virtual FireFox-Chrome-FireFox
2. Our content works best with a HARDWIRED connection to your router
Wi-Fi signals are not as stable as a physical connection. Try connecting your device directly to your router or network with a Cat5/Cat6 patch cable.
3. Try a different web browser. Apple's Safari browser does not support Flash, and some versions of Internet Explorer can have issues with Flash. We have found the Chrome and Firefox work quite well with our content.
4. Clear your browser's memory cache. The easiest way to do this:-Power down completely-Physically disconnect AC power (unplug device)-If using a laptop, remove the battery-Let device set for 15 seconds-Plug everything back in and power up
5. Check your firewall settings
Add **BOTH** NationalTrainingCenter.net **-AND-** www.NationalTrainingCenter.net to the firewall whitelist. It is important to add **BOTH** to the whitelist!

If you continue to have trouble, please contact WECA at etregistrar@goweca.com or 877-444-9322.