Trouble-Shooting Guide

1. You must be using a PC Operating System. Macintosh is not compatible with HealthStream. Sometimes it will allow completion of 1 course, but different courses have different settings that the Mac OS cannot run.

2. You must be using Internet Explorer version 5.5 or higher
   a) Do not run any other programs while running a course
   b) On Internet Explorer select Tools / Internet Options select Privacy Tab
   c) Deselect any options for pop up blockers (remove the check marks)
   d) Under the same option, select Advanced Tab, scroll until you see Enable 3rd party browser options....deselect the check mark then SAVE
   e) Log off Internet Explorer, and then log back in (this acts as a reset) do not reset / reboot your PC
   f) Delete any MSN, Google or Yahoo Tool Bars on the browser. They all contain embedded pop up blockers.
   g) If you are using Internet Explorer version 7.0 you must disable the Phishing Filter under the Advanced Tab.

2. For bookmarking, the Cookies option needs to be on.
   a) Tools / Internet Options /Privacy Tab/ Advanced/ check- always Allow cookies

3. Some Internet Providers may offer a firewall option, they also contain cookies and pop up blockers inside the firewall. Browser check will detect these options, may have to disable them to take the course.

Norton Anti Virus

All Versions of Norton’s internet security contain a pop-up blocker in their ad-ware section. Turning off the enable third party browser extensions does not disable this pop-up blocker. You have to go into Norton and turn it off from there but you can leave the firewall and anti-virus running. Start/programs/norton.

In addition, you may want to update your Java installation by using www.java.com.