Troubleshooting HUB: Chrome Browser Settings

Chrome Internet Brower:

Most of the trainings in the HUB are compatible with Chrome than any other internet browsers. Please access the HUB directly by typing the following HUB web address in the web address bar for Chrome.

Stateofmaryland.csod.com

Cannot Launch the Training in the HUB:

If the training will not launch in Chrome, then the issue is most likely the Chrome browser settings for your individual computer.   Please follow the steps below for adjusting your Chrome browser settings.

NOTE: If you are unable to make the changes to your computer due to security reasons, then please contact your IT department for them to make the changes for you.

After clicking the launch/activate button for the training, a second window will open. If that second window has a shield with a red X in the web address bar then click on the shield.
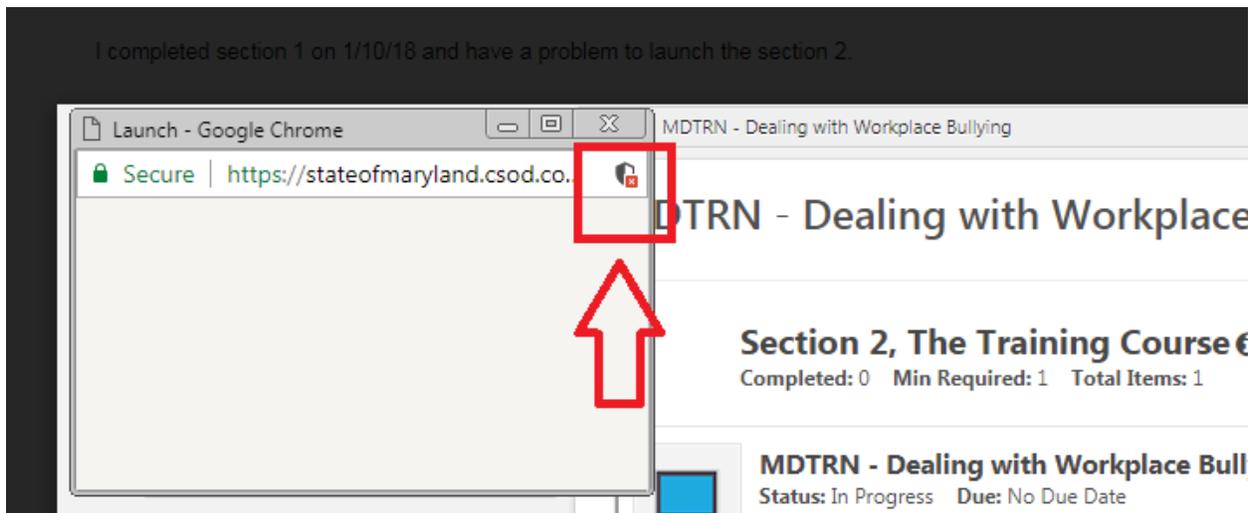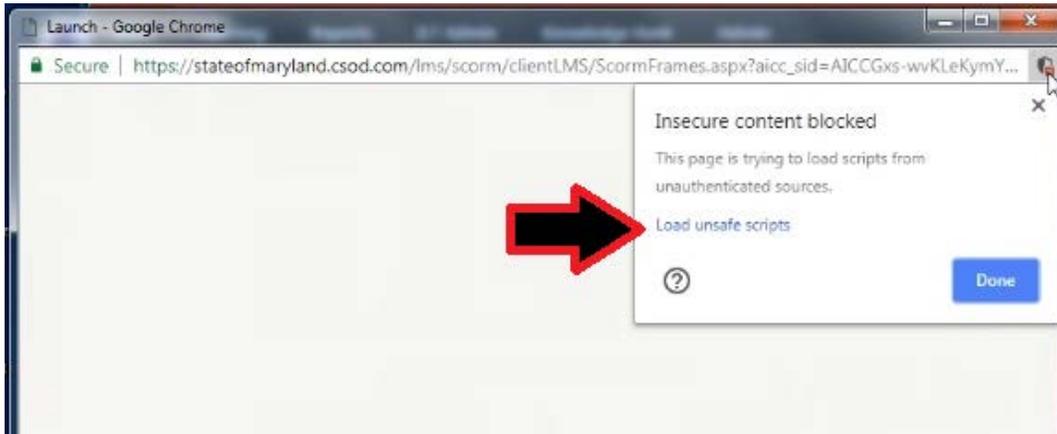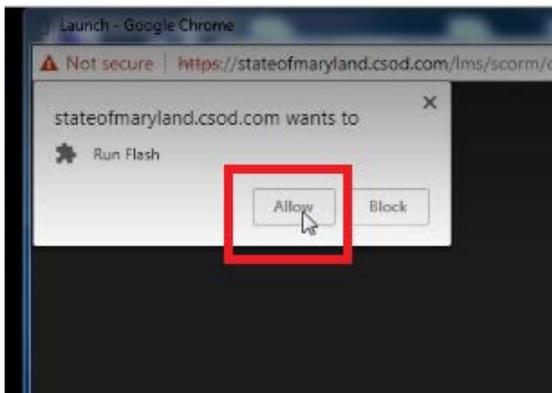
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Chrome will provide information on what settings need to be adjusted. The most common ones are:
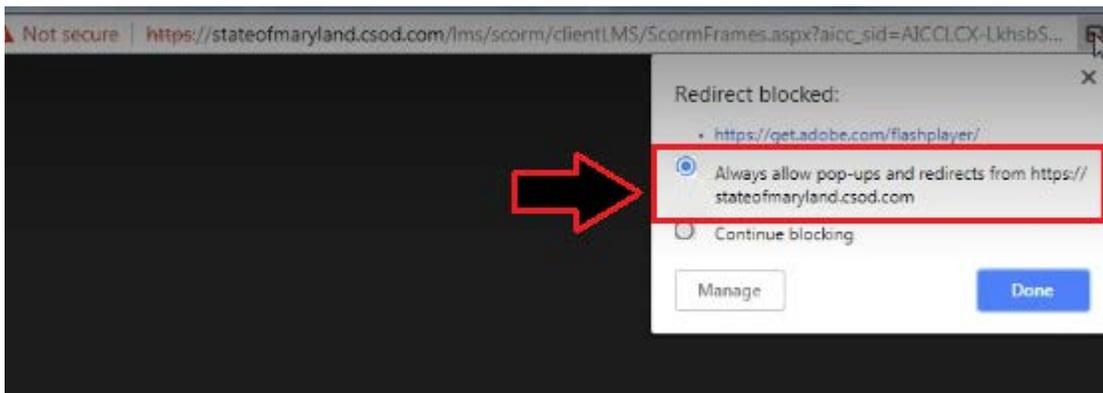
1. **Unsafe Scripts**: If this appears then click the Load Unsafe Scripts hyperlink.

2. **Flash**: If this appears, then click the Allow button to run flash on your system.

3. **Pop ups**: If this appears, then click the Always allow pop-ups…option.

Keep clicking the shield with the X until all the error messages have been cleared. Once cleared the course should automatically play, or you may have to log out If you are still having issues with your Chrome browser settings, then contact your IT department to assist you.