



USER TROUBLESHOOTING GUIDE



CLOSELY REVIEW

- Double check email/username is spelled correctly
- Closely read all information on screen
- Scroll down on screen or page to ensure all information is reviewed
- Are all instructions followed (e.g., all lessons marked complete)



INTERNET, REFRESH OR RESTART

- Check wi-fi connection
- Try opening another website to confirm
- If slow, reset connection
- Refresh page
- Log out and log back in



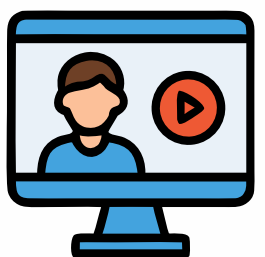
BROWSER, CACHE & COOKIES

- Close and reopen browser
- Use a different browser (Firefox, Chrome)
- Clear you browser cache and cookies
- Restart your browser after clearing



EXTENSIONS & POP-UP BLOCKERS

- Turn off blockers or browser extensions temporarily
- Allow pop-ups for BXinsight



AUDIO & VIDEO

- Check volume is turned on and not muted
- Ensure correct speakers/headphones are selected
- Refresh page if video does not load



LOGIN & DEVICE

- Double check email and password
- Use “forgot password” if needed
- Confirm login link is correct



STILL HAVING ISSUES?

- Send an email to info@bxinsight.com with a description of the issue