Troubleshooting tips for Bridges: Building a Supportive Community:

If you are stuck on individual slides of this training, please scroll to page 6 of this document.

Are you getting this error message when trying to log in to https://elmprod.emory.edu?

If so, contact the Help Desk at 7-7777 or by going to http://help.emory.edu.
If you are able to log in, navigate to the My Learning page and click the first Launch Button:

Then, click the second Launch button:
If no new window pops up, please disable your popup blocker for https://elmprod.emory.edu:

Google Chrome:  
https://support.google.com/chrome/answer/95472?source=gs
c
search&hl=en

Mozilla Firefox:  
https://support.mozilla.org/en-US/kb/pop-blocker-settings-
exceptions-troubleshooting#w_pop-up-blocker-settings

Safari:  
http://www.geeksquad.com/do-it-yourself/tech-tips/disable-
pop-up-blocker.aspx#safari

Internet Explorer:  
http://windows.microsoft.com/en-us/internet-explorer/ie-
security-privacy-settings#ie=ie-11&pop-up_blocker
Were you able to launch the course successfully but now see either of these windows?

This means that you will need to enable cookies for https://elmprod.emory.edu. It is crucial to enable cookies for the site instead of deleting them.
Steps on how to enable cookies are as follows:

Google Chrome:  
https://support.google.com/accounts/answer/61416?hl=en

Safari:  http://support.apple.com/kb/PH17191


Internet Explorer:  
http://windows.microsoft.com/en-us/windows-vista/block-or-allow-cookies
Troubleshooting individual slides within Bridges: Building a Supportive Community

Below are some examples of pages that have caused problems or questions so far. Take a look and see if your issue is included below.

Are you able to see this slide entitled “Dreadful Doctors,” but the screen is blank and no sound is coming from your speakers? For a simple fix, please use the Google Chrome web browser which can be downloaded at this link: https://www.google.com/chrome/

Be sure to enable pop-ups if you download and use Chrome.
Are you seeing this page, but the “Next” button is grayed out?

Be sure to click all of the boxes on this page and complete the questions that follow each box.
Once you complete the questions, it will look like this:
Having trouble moving past the page below?

Be sure to scroll all the way to the bottom of the page so that the scroll bar is at the very bottom:
Having trouble with this page?

Serial Predators

One reason it's important for the school to know about incidents of sexual violence is that some perpetrators are serial predators.

- In one study, 7% of men surveyed admitted to raping someone, and roughly half of that 7% were responsible for 90% of the self-reported rapes. (Lisak 2002)
- In a similar study, 71% of people who perpetrated sexual assault admitted to more than one assault. (McWhorter 2009)

Be sure to click both of the headings outlined in the red boxes.
If your issue is not contained in these example slides, please contact the Office of Equity and Inclusion at oei@emory.edu