

Summit Trainingweb® Frequently Asked Questions

Below is a list of frequently asked questions about Trainingweb®. The questions are divided into two categories, those for program users, and those for program administrators. Some questions are shown twice, as they are appropriate for both groups.

How fast does my connection have to be? Is Dial-up OK?

Minimum recommended speed is 100K, dual channel ISDN or better. If connecting with dial up 56K or less course functionality will be degraded. In such cases, we recommend disabling the audio in the left hand corner of the course window. Obviously, the faster the connection, the better the experience.

How do I get back to the course menu?

Click the Summit Trainingweb Logo at the top of the screen to return to the course list.

How do I change my password?

Contact your administrator to change your password.

How can I change my login information?

The administrator can change the login information in the course manager. Students do not have the capability to modify their login/account information.

I can't hear any audio in the course or see any video?

Summit Trainingweb® has the options in the course manager for three different media types supporting two different media players. ASF and WMV/WMA for Windows Media Player and RM for Real Media. Check with your administrator for the type and version that is required.

The course keeps locking up in the quizzes.

With each answer selected Trainingweb needs time to refresh and store the students answer. Attempting to jump ahead increases the chance of the Internet browser locking up. You should wait until Trainingweb® confirms your answer before moving to the next question.