



## National LTC Ombudsman Resource Center (NORC) Online Training Curriculum

### Technical Tips

#### When Viewing the Online Modules:

- The optimal internet browsers for the online curriculum are Firefox or Internet Explorer.
  - To download the latest version of Firefox for free, click [here](#).
  - To download the latest version of Internet Explorer for free, click [here](#).
- If you are using Internet Explorer, be sure to allow access to the page content by clicking "Allow Access". If a window pops up asking, "Do you want to view only the webpage content that was delivered securely?" click "No". **Please Note!** This window may pop up several times; continue to click "No".
- It will also be helpful for you to have the latest version of Adobe Flash Player in order to view the video content. To download Flash Player for free, click [here](#).
- When using the full screen PDF viewers that are inserted throughout the modules, you can enlarge the text using the zoom feature at the top left of the viewer. If you would rather view the PDFs using a traditional scroll bar rather than the book view, click on the single page icon at the top right of the viewer. To exit full screen mode, click on the "x" at the top right of the viewer or hit the Escape button on your keyboard.
- To view the Youtube videos, click on the play button in the middle of the window.

If you have any questions about the Online Modules, please contact Alia Murphy at (202)332-2275, ext. 222 or [amurphy@theconsumervoice.org](mailto:amurphy@theconsumervoice.org).