

Step 4 What were you trying to do?

Firstly, explain that you are using the ESI worker system and specifically mention that you are a Trainer using the Trainers Portal. Tell us what it was you were trying to do when the error occurred, i.e. I clicked on the *Create Class* button or I was searching for a student and clicked on *Attend*.

Step 5 What were you expecting to happen?

Tell us what you expected to happen had the error not occurred, i.e. the class template would appear, or the student would be added to the class.

Step 6 What are the specific details

To ensure we investigate your specific issue, let us know the following: -

- The name of your company
- The name and date of the class you were creating/editing
- The competencies that were selected
- The name of the students in the class, or the specific student you had an issue with

Troubleshooting Tips

If you've received an error or are unable to view buttons or fields, try the quick troubleshooting techniques below. They sound simple, but you'd be surprised how often they work!

- **Use Google Chrome**

Chrome is the only internet browser that supports the ESI worker Trainers Portal, so if you are using Firefox, Internet Explorer or Edge, you'll need to switch to Chrome.

- **Check your internet connection**

If the system seems slow, check the connectivity of your network or the strength of your Wi-Fi signal.

- **Close your browser, re-open it and try again**

This action clears caches and blockers and all sorts of other things that will often resolve the issue.

- **Logout of the Trainers Portal, log back in and try again**

This resets your account and ensures your user permission are current.

- **Stop clicking twice**

It's tempting when the internet is slow but clicking twice can cause the system to error when it identifies a duplicated action.