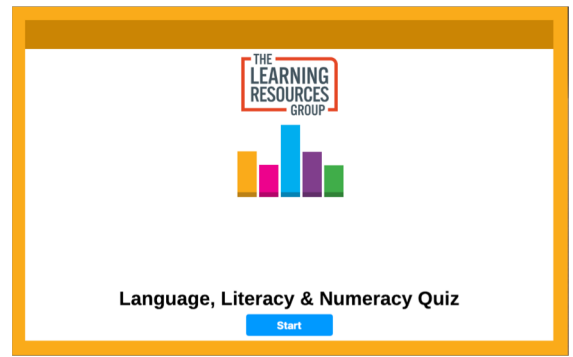# LLN QUIZ TROUBLESHOOTING GUIDE

If you are having trouble with your LLN Quiz it can be caused by one of three things. This guide will help you understand the problem and fix it without having to wait for help from your training organisation.

COMMON ISSUES

Some of the common issues that learners find with the quiz can be things such as the following:

- 'My quiz won't load'
- 'I can't drag or click some text or images on screen'
- 'I can't hear any sound'
- 'The quiz won't move to the next screen'

These can all be fixed by checking the following three things outlined in this guide.

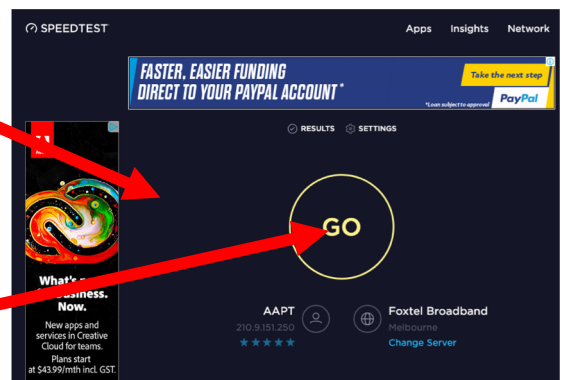## ISSUE 1: SLOW OR NO INTERNET CONNECTION

If you are finding your quiz will not load or it won't move to the next screen it is usually an issue with low speed or no internet connection.

You can check your internet speed and connection by opening an internet browser and putting in the following address - http://www.speedtest.net/
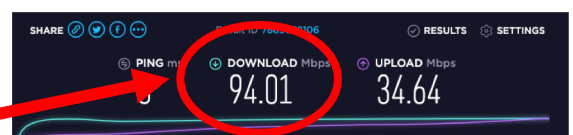
Once you do that you will see this screen:

If you do not see this screen load then you have no internet connection and will not be able to use the quiz without having your internet connection repaired.

If the screen appears please click the GO button in the middle.

The screen that will tell you your internet connection speed will appear once the process is finished. You will need a minimum download speed of at least 3.0 mbps for the quiz to run properly.

ISSUE 2: WRONG DEVICE

The LLN Quiz only works on computers/laptops or full size tablets. If you are using a mobile phone or a smaller tablet the quiz will not work properly. The quiz needs a larger size screen to fit all the information on.

A lot of the problems you may experience are because the device is too small.

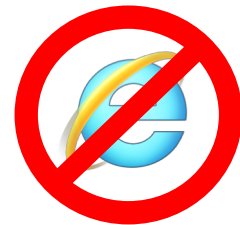The quiz will load but some parts may not work properly.

ISSUE 3: WRONG BROWSER

Browsers are the programs you use on your computer or tablet to access the internet. The LLN Quiz can only be accessed by using one of three types of browsers.
1.   Microsoft Edge
2.   Google Chrome
3.   Safari

We recommend using Google Chrome, you can download it by clicking the button here.

The quiz will not work correctly on Microsoft Internet Explorer.

On some older computers Microsoft Internet Explorer is the default browser. You can check which browser you are using by going to this link:
https://www.whatsmybrowser.org/
If it shows you any browser other than the browsers listed above the quiz will not work correctly.