



# 5MTP Tips & Tricks

1. **Spanish Subtitles** – Do you want to watch the video with Spanish subtitles? Click the  (closed captioning) box at the bottom of your video to turn on/off the subtitles.



2. **The quiz will not display after completing the video-** Reminder that there is a 2- 3 second delay before the arrow directs you to the quiz after the video is completed.
3. **Quiz scores** - We are unable to reset your quiz after completing it. Best of luck & if you fail, that's okay. We appreciate everyone's participation & keeping safety top of mind.
4. **Are you getting a message that says "sign in" with the CoolSys background when you try to access the video?** This could mean that you have not logged into the CoolSys network in a while or maybe never at all. If this happens, please email Megan Cox (MECox@coolsys.com) & she will work with IT to get a temporary password sent to you.
5. **Are you having issues scrolling within the course?** Reminder to click the "submit" button at the end of each question to move to the next question. You might also have to scroll down on your screen to find the submit button.
6. **Unable to participate in the interactive section of the video because the screen is too small?** Try turning your phone landscape (horizontal) instead of portrait (vertical).
7. **Need to complete a past course?** Click in any 5MTP email link. In the top left corner, there is a *Gaining Power icon*, click on the icon. It will direct you to your 5MTP dashboard where you can select past videos and complete the exams.
8. **Are you experiencing a black screen on your computer instead of the video?** You will need to clear your cache/cookies on your computer. **How?**
  - 1) **OPEN CHROME** → Press the keys [Ctrl], [Shift] and [delete] on your Keyboard
  - 2) **SETTINGS** → **Under Privacy and Data**-> Clear browsing data → **Time range:** all time.
  - 3) **Under Advanced Screen** -> make sure passwords/other sign-in **does not get checked** so you don't lose you passwords saved on the computer.
  - 4) Relaunch the video.
9. **Which Browsers/ Devices will the 5MTP platform support:**

Last 1 Android versions.	Last 2 Chrome versions.	Last 2 Safari versions.
Last 1 ChromeAndroid versions.	Last 2 Firefox versions	Last 2 Opera versions.
Last 2 iOS versions.	Last 2 Edge versions.	Internet Explorer >= 11

10. **The video plays and you start to take the quiz, but then it loses connection & when you try it again, it never lets you continue with the test?** If you have an IOS device (iphone)

and updated the software to 14.4 you may see this issue. There is a bug in this update on the iPhone & the team is looking to correct it.

11. \* **POWER MOVES VIDEOS** \* - There are PDF's that will appear before the Quiz Questions. Reminder to continue to hit the NEXT button until you have finalized the quiz.

12. **What to know if you successfully completed a course?** Check out the blue bar underneath the image of that course (image 1). You can also click on your personal average score to show the courses completed that week with their score. (image 2)

