

***Safe Schools is comprised of training modules to assist you in many different areas. You are able to complete these training sessions from the comfort of your desk or even if you wish, at your home computer. Each course has to be completed during the current fiscal school year.***

## **Having trouble logging into Safe Schools?**

Follow these steps in order to address any issues you may be experiencing logging in.

1. Go to the Safe Schools link under the staff page of the Escambia County School District website.
2. Log in with your School District Novell username and password. This is the same credentials used to log into Skyward. **Example** [Jsmith@ecsdfl.us](mailto:Jsmith@ecsdfl.us) would use **Jsmith**
3. If your username and password fail, please access Skyward from the staff page of the Escambia County School District website and ensure that you can log into Skyward.
4. If you can log into Skyward, you should be able to log into Safe Schools, please try again. If you continue to experience difficulty logging in, Email [ithelp@ecsdfl.us](mailto:ithelp@ecsdfl.us)

## **After you have Logged in and Safe Schools modules will not play?**

Please do not try to fast forward through the course, this can produce a non-credit result. Upon completion you will have the option to print out your certificate (we recommend you do that for your records).

The most common fix for most issues is to simply swap browsers i.e. (Google Chrome, Mozilla Firefox, Internet Explorer, or Safari). If this is unsuccessful, please reference the note from our software developer below.

### **If you are accessing training from a computer:**

1. Restart your browser. Note: On a Mac, you'll need to fully quit the browser.
2. Make sure you are using a recent version of Google Chrome, Mozilla Firefox, Internet Explorer, or Safari. If you have any pending updates, they may need to be completed to move forward with training.
3. Clear your browser's cache, which is typically located in your browser's history settings.
4. It is possible that device-specific browser extensions and/or pop-up blockers may be interfering with your training. Try accessing the training from another browser to rule out this possibility.
5. Make sure Adobe Flash Player is updated and also allowed on the site.

### **If you are accessing training from a mobile device:**

Our system is compatible with many mobile devices; however, some users may have personal configurations that prevent certain courses from loading. Additionally, some custom and policy courses are best displayed on a computer. If you are experiencing difficulty loading our training on a personal device, try accessing the courses through a laptop or desktop computer.

If you are logged into SafeSchools and require help, Email [wegan@ecsdfl.us](mailto:wegan@ecsdfl.us)