

itsLearning FAQs

Q. What's itsLearning?

A. itsLearning is a Learning Management System (LMS) that delivers course content and provides a personalized learning environment for students.

Q. What browser is best?

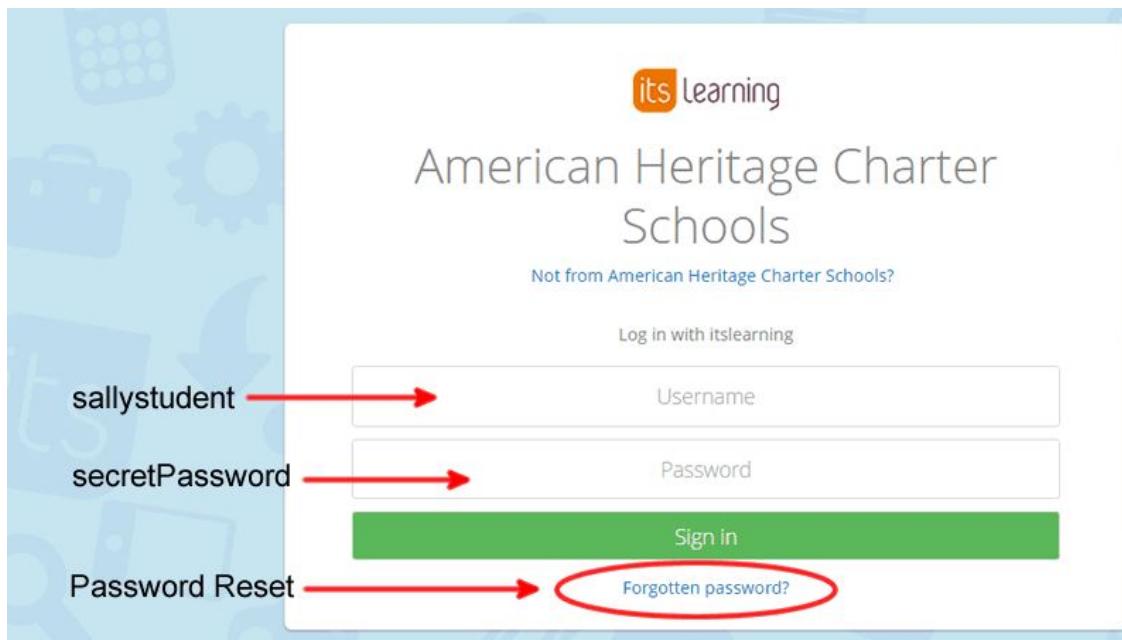
A. itsLearning is compatible with most browsers. However, some course content requires Adobe Flash and the only browser we've found to be reliably compatible in ALL areas is **Firefox**.

Q. How can I access itsLearning?

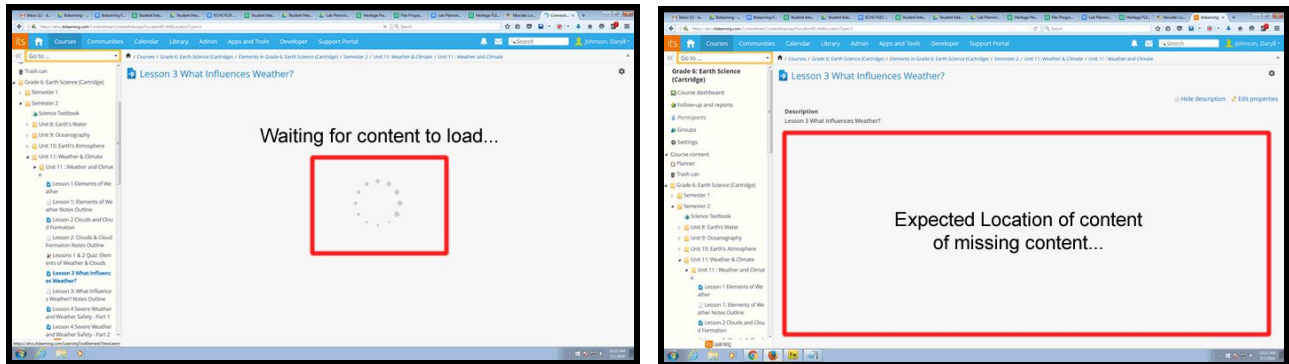
A. itsLearning can be accessed using the following URL <http://ahcs.itslearning.com>.

Q. How do I login to itsLearning?

A. Type your username (usually your full first and last name with no spaces) in the first text field and your password in the second text field. If you've forgotten your password, the reset link is below the sign in button.

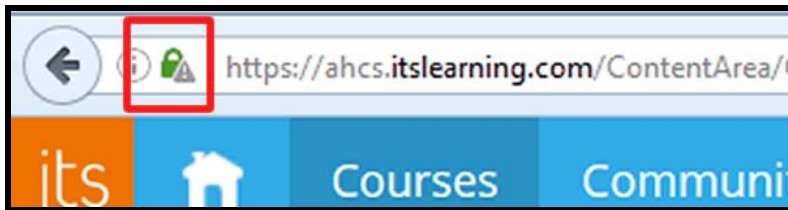


Q. I've clicked a link for a video or text book and nothing appears (the screen stays gray).

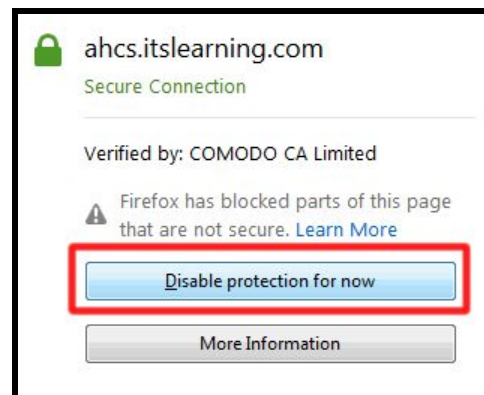
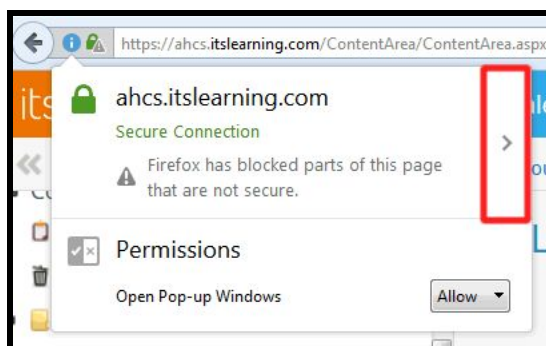


A. This is probably an issue of “*mixed content*”. itsLearning delivers its pages over HTTPS (encrypted). In some cases the video or textbook material (provided by another company) is delivered via HTTP (not encrypted). This causes a dilemma for the browser and by default the browser will BLOCK the HTTP object. To solve this follow these steps:

1. Look in the upper left corner, of the Firefox browser, and locate the address bar. If “*mixed content*” is being blocked, you should notice a padlock (see image below).



2. Click on the green padlock and notice that Firefox tells you that it has blocked parts of this page that aren't secure.
3. Click on the > symbol and select **Disable protection for now**.



Note: This may return you to the “Home Page” view of the course (nothing to worry about). Navigate back to the resource you were trying to access.

4. Click the resource link and Voila! The resource now loads.



Q. How do I submit an assignment?

A. Student will go to the assignment in the course. After reading all of the directions, the student should locate the blue **Answer** button at the bottom of the assignment. Clicking this button will provide the student with a workspace to complete the assignment. Insurance or if the student can't finish the assignment in one session, they may save their work as a draft. When all directions are complete the student may submit their work by clicking on the blue **Submit** button at the bottom of their workspace.