



How to access your eLearning course: Talent LMS trouble shooting

1. What is TalentLMS?

TalentLMS is our MS Society Learning portal. It's a web-based software which holds the GDPR eLearning.

2. Will it work on my computer?

TalentLMS and the eLearning will work on most reasonably modern computers or macs which are connected to the internet.

3. I've logged in but nothing happens when I click the eLearning. What's wrong?

This might be the browser you're using. A browser is the window that allows you to 'browse' the world wide web. Most PCs come with internet explorer and Macs with Safari. You may also be using Chrome, Firefox or Google browsers.

Try using your PC/mac's default browser in the first instance (internet explorer or safari). If you're using these already and it doesn't work, try an other browser.

If after reading this FAQ, you are still having trouble, email the [Supporter Care Team](mailto:supportercare@mssociety.org.uk) on supportercare@mssociety.org.uk

4. Nothing seems to be showing on screen. What's wrong?

The eLearning needs a software package called Adobe Flash to work and most browsers will prompt you to download it if it isn't already installed. If you're prompted, please click 'run' or 'yes' so it will download and install.

Depending on your browser, you may need to look at the top right hand corner of the window to see if there's a notification asking you to download it.

The eLearning won't work if you're using a remote server for your internet access, e.g. a 'VPN'.

5. Can I complete it on my smartphone or tablet?

You can access the course on your device, but the command buttons won't show or work so you won't be able to move from one screen to the next.

It is therefore recommended you complete the eLearning on a pc, mac or laptop.

If this isn't possible for you, please request a distance learning pack by emailing the [Supporter Care Team](#) on supportercare@mssociety.org.uk and they will post or email you one. You will need to return the quiz.

6. Is the eLearning accessible?

There is no sound in the eLearning so you do not need to have speakers on your device.

It won't work however with a screen reader. Please request a distance learning pack if you use any assisted technology.

You will need to be comfortable using a mouse to move from screen to screen.

If you have any accessibility needs in accessing this course, please contact our [Supporter Care Team](#).