

Schoox CBT Troubleshooting

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Schoox CBT Troubleshooting

1. Turn on device.
2. Clear cache and cookies. Delete all browsing history.
3. Log into Schoox. (access using website, via Chrome vs. app). For Schoox login help, click [HERE](#).
4. Select desired course.
5. Select the module you wish to complete.
6. When prompted, select "Resume" which should take you to the last slide completed.

Select the NEXT> button.

If slide is still stuck:

7. Exit course.
8. Exit/log out of Schoox.
9. Clear cache and cookies. Delete all browsing history.
10. Restart device.
11. Repeat steps 2-6.

If slide is still stuck:

12. Complete steps 1-6 on a different device (preferably an Fg computer).

If slide is still stuck:

13. Exit course.
14. Exit/log out of Schoox.
15. Clear cache and cookies. Delete all browsing history.
16. Log into Schoox. (access using website, via Chrome vs. App)
17. Select desired course.
18. Select the module you wish to complete.

19. When prompted, select "Restart" which should take you to the first slide in the module. Click through all the slides previously viewed until you reach the one that was problematic and continue.

If CBT is still stuck, please contact Inflight Training. When contacting Inflight Training always be sure

to include the name of the CBT, the way you are attempting to access Schoox (web vs. app), the type of browser, and a screenshot of the slide that is stuck. Be sure to include your name and employee number. The FlyTab is an efficient device for completing trainings in Schoox.
