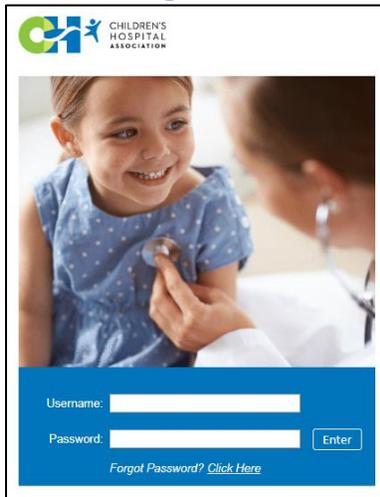


Online Training Troubleshooting

In this guide, you will be shown how to:

1. [How to sign in](#)
 2. [How to allow pop-up windows](#)
 - a. [Google Chrome](#)
 - b. [Microsoft Edge](#)
 3. [Reaching out for Assistance](#)
-

How to sign in:

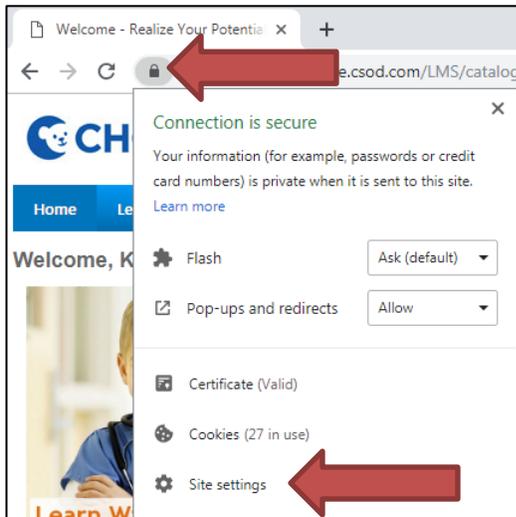


- A. Visit <https://childrensorange.csod.com>
 - B. Enter your username and password. The Username is unique to each volunteer and starts with **CHOCV**
 - C. Use the temporary password to first log in, then you will be prompted to set a new password. This new password will continue to be used on a yearly basis for training.
 - D. Need the password reset? Email volunteeronboarding@choc.org and we can reset it for you.
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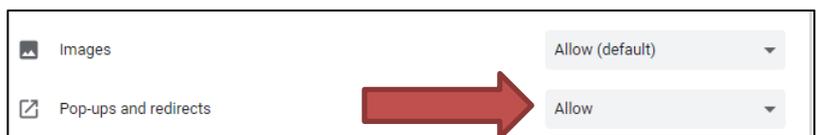
How to allow pop-up windows:

Every web browser has its own instruction on how to allow pop-up windows. If you are unsure of how to do this, please review the information below for the most compatible browsers. Keep in mind, that the expression “allowing pop-up windows” is the same as “disabling pop-up blockers;” your web browser will use one of these expressions.

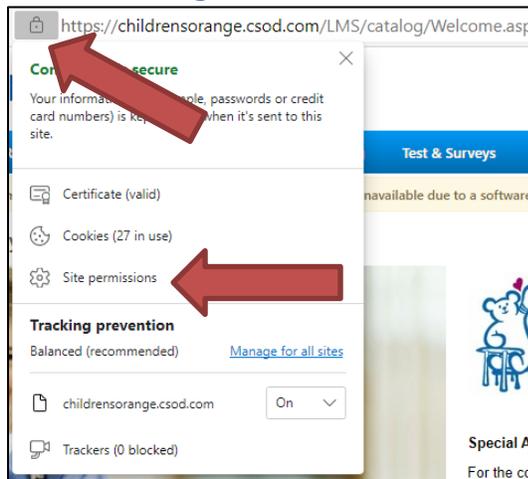
Google Chrome



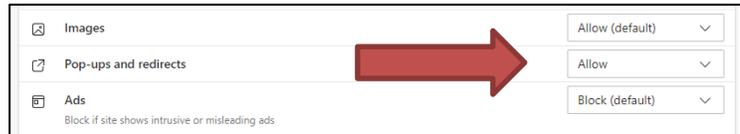
- A. Open your training profile in Google Chrome, using your provided username and password.
- B. Right-click on the “lock” symbol located next to your web address. Select “Site settings” from the window that appears.
- C. Change your settings in Pop-Up Windows to “Allow”.
- D. You will be asked to reload your page with the new settings.



Microsoft Edge



- A. Open your training profile in Microsoft Edge, using your provided username and password.
- B. Click on the setting lock symbol located next to your web address. Select “Site permissions” from the window that appears.
- C. From the list of options, make sure that the dropdown menu next to Pop-ups and redirects is set to “Allow”.



Please note, the learning system has not been designed for smaller screens (tablets or mobile devices), and it's best that you utilize a computer or laptop to complete this training. Additionally, Mac laptops tend to experience more issues with our modules due to the security settings.

Reaching out for assistance:

Our Volunteer Programs office is available to answer your online training questions or for password resets. Please note that we will do our best to assist you in loading your coursework, but each volunteer’s technical needs differ from computer to computer and from web browser to web browser.

Email: volunteeronboarding@choc.org Phone: 714-509-8372