











Troubleshooting Guide

This guide will take you through some of the possible issues users encounter when running the OMS virtual simulation platform from their own computers at home. If you are encountering difficulties using the program, there are several guidelines to follow to ensure that you have things set up correctly. If one of the solutions listed here does not work, please continue to work through *all* of the guidelines until your problem is resolved.

Issues with Access	Quick Check Solutions
<ul style="list-style-type: none"> ● I'm getting a "timed out" message in a pink bar ● I see only a black screen ● I can't download the software ● My Web App closed before the scenario launched 	<ol style="list-style-type: none"> 1. Make sure you are running OMS from a Windows 10 or Mac Mojave / Catalina device 2. Make sure that you have read through your "Getting Started" document and viewed the appropriate instructional videos (Mac or Windows 10)  3. Make sure that you have chosen the correct software (Windows 10 or Mac) to download on your computer  4. Only use Google Chrome browser to access the Web App (do not use Firefox, Edge, or Internet Explorer)  5. Launch the scenarios by logging into the OMS Web App from your browser (Do not use the desktop app icon)  6. Always log out of all other Web App sessions. This includes any other devices or open browser tabs  7. Check that your internet speed is adequate (Google search "speed test")  8. Make sure your laptop is plugged in when downloading and running scenarios. Files can become corrupt if the laptop is in "power-saving" mode 

General Issues	Quick Check Solutions
<ul style="list-style-type: none"> • Movements in the scenarios are choppy • The mouse isn't effective. It doesn't move properly or I'm not able to select items. • I don't see any scenarios • I didn't get any feedback/score • I don't see my time stamp 	<ol style="list-style-type: none"> 1. Make sure the laptop is not in "power saving" mode during the download and installation process as this may corrupt the file  2. Make sure your laptop is plugged-in when downloading and running scenarios  3. Use computer settings to adjust your sensitivity settings for the mouse (For Windows 10 Settings: Devices: Mouse: Additional Mouse Options: Buttons)  4. Make sure you have the right kind of account (Admin/Faculty accounts do not have scenario access, student accounts do)  5. Make sure your Administrators have added you to a Group with the relevant scenario in the Web App  6. Make sure you have a stable internet connection  7. Make sure you are launching the Web App through the Google Chrome address bar (not the desktop icon, not in another browser) 
NOTES, TIPS, AND SOLUTIONS	
 Tablets, Chromebooks, and smartphones will not work *See install instructions <p> Safari, Internet Explorer, Edge and Firefox will NOT work</p> <p> Video Guides for installation Mac video Windows video</p> <p> Access Webapp from a Google Chrome browser (US and CA) https://www1.oms-app.com/ (UK and EU) https://www2.oms-app.com/</p>	 Log out of all open sessions - on all devices - except the scenario you are using <p> Check your internet speeds by Googling "internet speed test" and running a test</p> <p> Make sure your laptop is plugged-in whenever using scenarios</p> <p> Make sure the power-save mode is disabled when installing the OMS software</p> <p> Make sure you have been given access to scenarios via Groups by your Administrator</p>