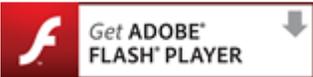


Troubleshooting Guide

PROBLEM	SOLUTION
<p>The login screen does not accept my password</p>	<p>Make sure you are logging into the correct Level as indicated on your access email</p> <p>Username and password are case sensitive, make sure you are typing in the correct upper or lower case as indicated on your access email</p>
<p>I click on the desired Level of training, but get an error stating "Authorization Required"</p>	<p>You may need to change your browser settings. If you are using Internet Explorer, use the following steps.</p> <p>Step 1: Open your browser and click the Tools menu and select Internet Options.</p> <p>Step 2: Click the Security tab at the top and then click on the Custom level button.</p> <p>Step 3: A list of Security Settings will appear. Scroll all the way to the bottom of this list to User Authentication.</p> <p>Step 4: You probably have the Logon set to Anonymous logon. If so, change it to "Prompt for username and password."</p> <p>Step 5: Click OK. Close your browser and retry logging in to the desired Level of training.</p>
<p>I can log into the e-Manual, but I cannot see the videos on the screen</p>	<p>Username and password are case sensitive, make sure you are typing in the correct upper or lower case as indicated on your access email</p> <div data-bbox="708 1451 1021 1528" style="text-align: center;">  </div> <p>Click Icon to download</p>

If you still have problems accessing the e-Manual content, contact Controlled F.O.R.C.E.

Toll-Free Phone: (800) 301-9292

Office Phone: (630) 365-1700

E-mail: info@controlledforce.com