



AlcoholEduä

Student Technical Help

The most common reason for which you may experience difficulty with the audio/video portion of AlcoholEdu is if you should experience a heavy volume of traffic on your network. If you are experiencing difficulties with the course **FREEZING, BUFFERING, or you are having trouble clicking the NEXT BUTTON**, please follow the suggestions listed below.

1. Please do not play music or run video clips on your computer (CD, MP3s, other websites, etc.) while viewing the course.
2. Please do not have any other programs or applications running on your computer while viewing the course (including applications such as Instant Messenger, or music file sharing – Kazaa, Audiogalaxy, etc).
3. Select "Low-Audio Only" for the quality of the media player on the AlcoholEdu for High School MEDIA SETTINGS page (see the Media Settings link in the upper right hand corner of the AlcoholEdu for High School screen).
4. Select the other media player option on your MEDIA SETTINGS page (either Windows Media Player or RealPlayer).
5. Reboot your computer.
6. Try another computer (library? computer lab?)
7. Download the latest version of the media player that you are using.
8. Try accessing the course during non-peak hours (i.e. morning).

If you are still experiencing difficulty with the course, please fill out the AlcoholEdu **"Report a Problem" web form** located in the Help section of the course (found on the upper right hand corner of your screen). A member from Outside The Classroom's technical support team will respond within 48 business hours.