

On-Demand Training: Frequently Asked Questions

I did not pass the training, am I able to retake it?

Yes! You are able to re-watch the training an unlimited amount of times for 24 hours. The 24 hour viewing window begins from the moment you make your payment or use a voucher code.

I successfully completed the training and passed the exam but I did not receive my certificate of completion.

Please email on-demand@lcwlegal.com for assistance.

The video won't load on my browser.

Please check to see what browser you are using. The recommend browsers are Chrome, Mozilla Firefox, Microsoft Edge, and Safari. ***Please note that Internet Explorer is not supported at this time.***

I am receiving an error saying "Invalid Voucher Code."

Please email on-demand@lcwlegal.com for assistance.

I did not receive a receipt for my purchase.

Please contact InPlayer Support at support@inplayer.com.

I am having difficulty logging into or signing up for an account on the video page.

Please contact InPlayer Support at support@inplayer.com

I would like to purchase multiple training sessions for my organization.

We offer many options depending on how many employees need to be trained. Please contact on-demand@lcwlegal.com and please provide us with an estimated amount of employees who need to be trained and which version of the training they need to view (mandated reporter; supervisory harassment training; non-supervisory harassment training).

How do I enable Flash Player on my browser?

Chrome:

- Click on the Lock Secure button  near the upper left corner of the screen to open the site settings menu
- Choose Allow from the dropdown next to the word Flash (See Above).
- Click the x on the site settings menu OR click out of the menu

Microsoft Edge:

- Click on the ellipsis symbol (...) and go to Settings > Advanced Settings-View Advanced Settings > Use Adobe Flash Player– Slide to ON

Mozilla Firefox:

- Click on the  symbol and go to Add-ons > Plugins > Shockwave Flash > Ask to Activate
- Every time a page uses a flash object inside of Firefox, the browser will ask you to run flash. Similar to Chrome, Firefox will do this through the puzzle piece icon in the top left corner of the URL window. Click this icon and in the drop-down window select "Allow and remember" or "Continue allowing" if this has previously been done.

Safari:

- Click on Safari and go to Preferences > Security > Internet Plug-ins – Plug-in Settings > Adobe Flash Player > make sure it's checked; When visiting other websites: ON