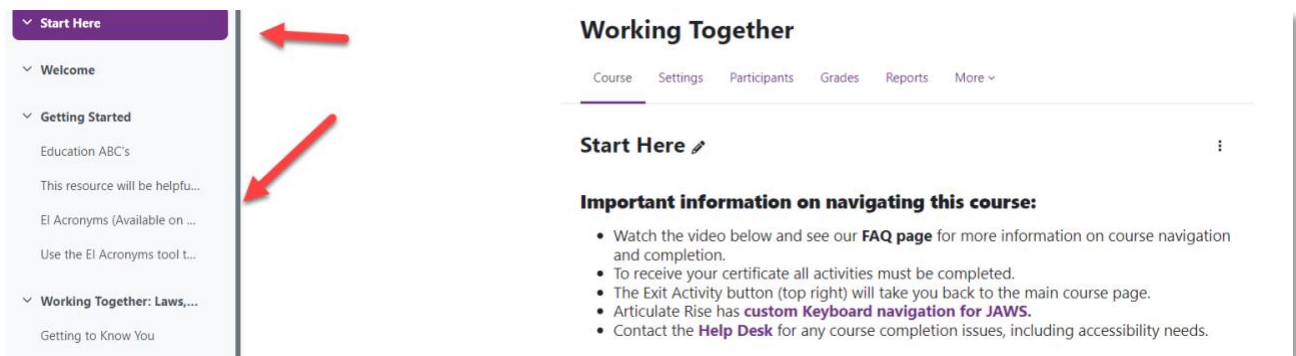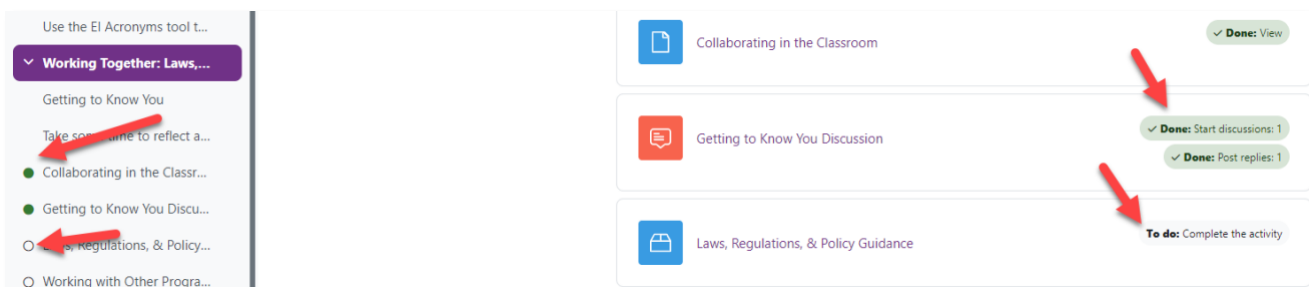# FAQ for the EITA Training Site

If you've never taken a course with us or feel the need for a refresher on navigation, keep reading and **watch our Tips for Success video and read the following**.

- If your **courses are not loading**, please note that internet speeds and the way various browsers work vary. Please be patient, it may take a few minutes for the lessons in this course to load.
- You may have trouble with navigation if **using a tablet or phone**, please use a PC or Mac.
- To return to the main course page when you've completed an activity, use the **"Exit Activity"** button (top right) or the bread crumb (top left) to return to the main course page.
- Use the back arrow in your browser to return to the course if a document opens in the window on top of the course.
- Select "**Start Here**" at the top of the left-hand index to see the entire course page. You can also navigate to each section by using this index.

- **Required Activities** will be marked with a green dot or the word "Done" when complete.

- **If you have circles that are not filled in green or items that say "To do,"** you have missed an interaction. Go back thru the section and click on everything (see video for help).
- To navigate with a **screen reader**, be aware that Articulate Rise has [custom JAWS Keyboard navigation.](#)

If you need further help, contact **EITA Help Desk**