

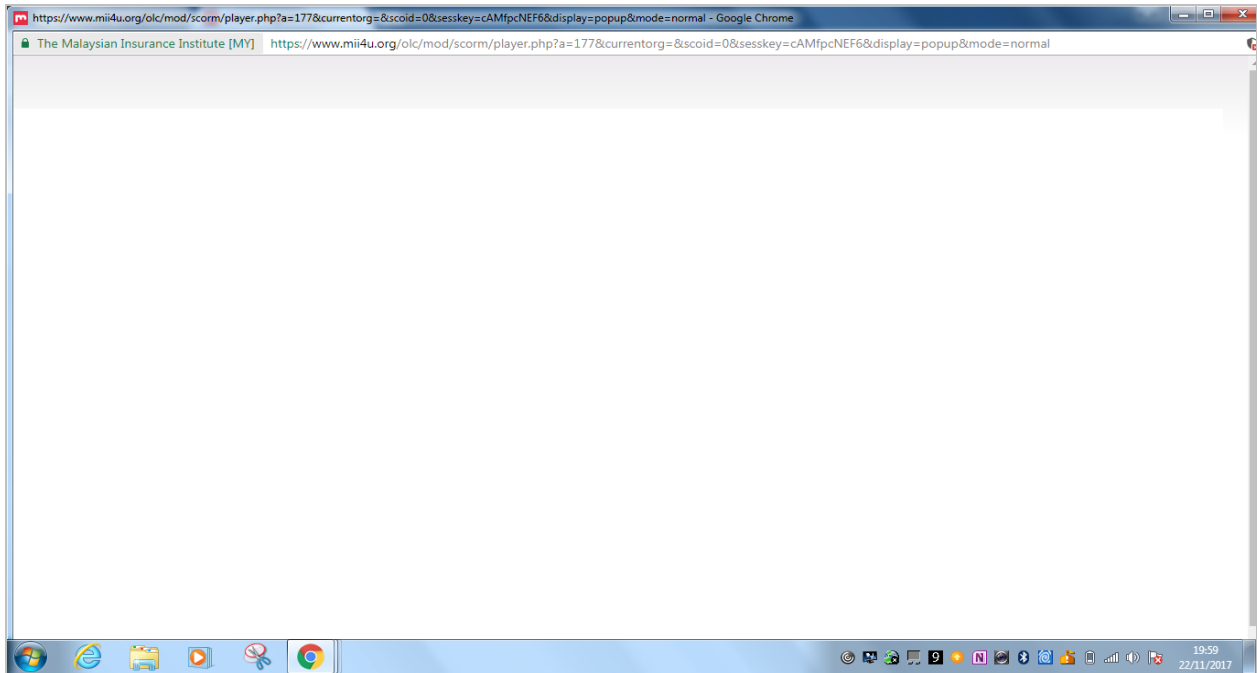
MII e-Learning

Troubleshooting Documents

Troubleshooting

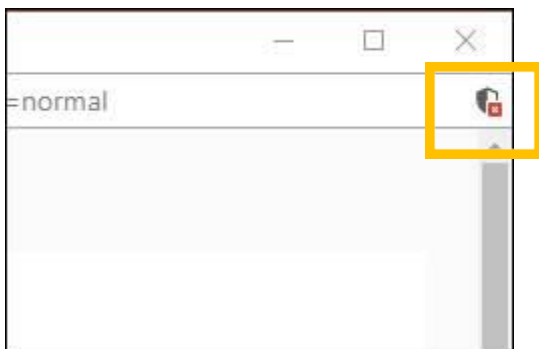
I – COMMON PAGE ERROR

Below is an example of a common ‘page error’ that some users may encounter when launching the e-learning content. It is normally due the browser setting where you need to allow the content to be viewable.

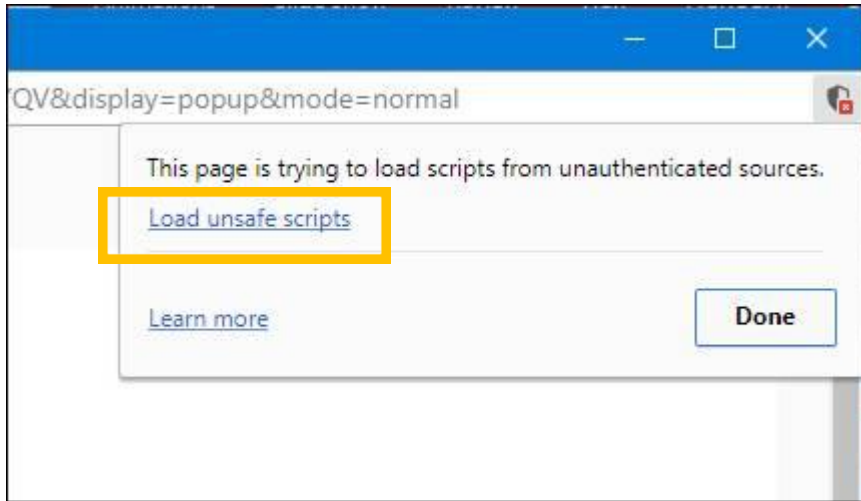


Kindly refer to the following **THREE (3) STEPS**, to ensure successful launching:

- 1) Left-click <X> icon on top-right corner of the browser:



- 2) Click **<Load unsafe scripts>**.



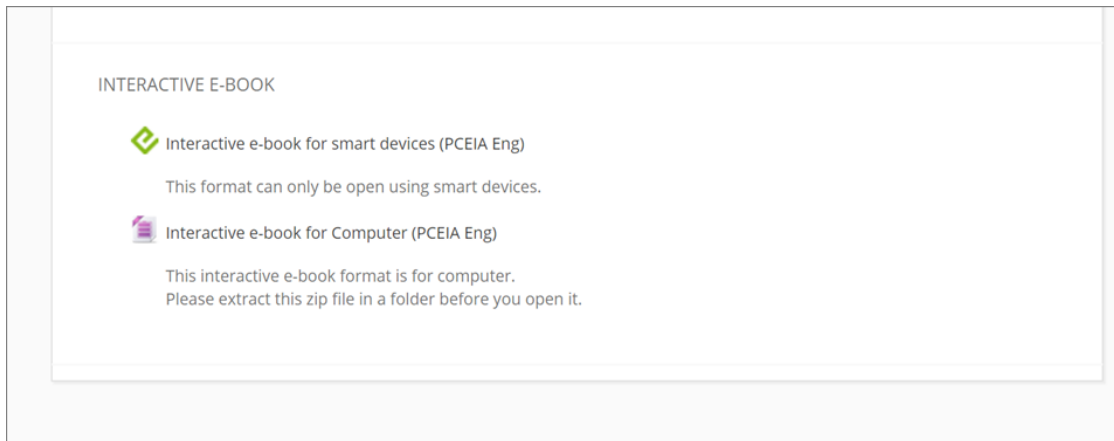
- 3) Then, click **<Allow>** button.



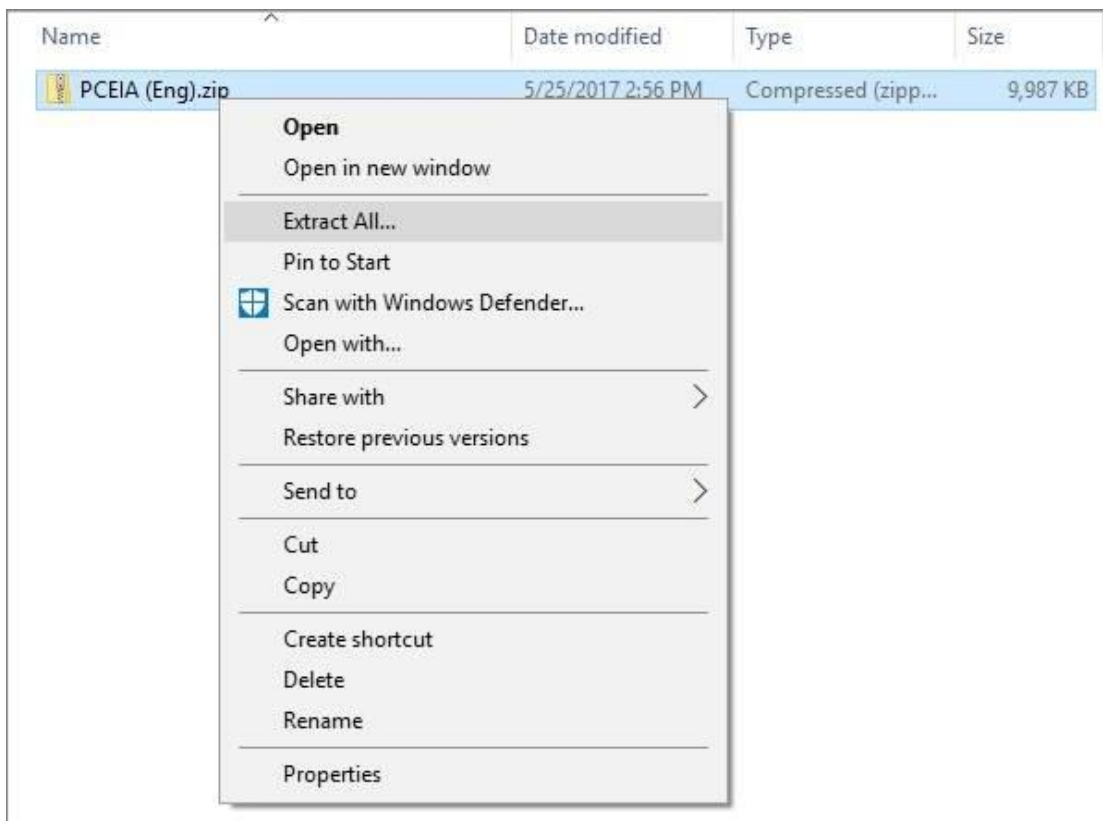
II – HOW TO DOWNLOAD INTERACTIVE e-BOOK

To download the interactive e-book, follow the **FIVE** (5) steps below:

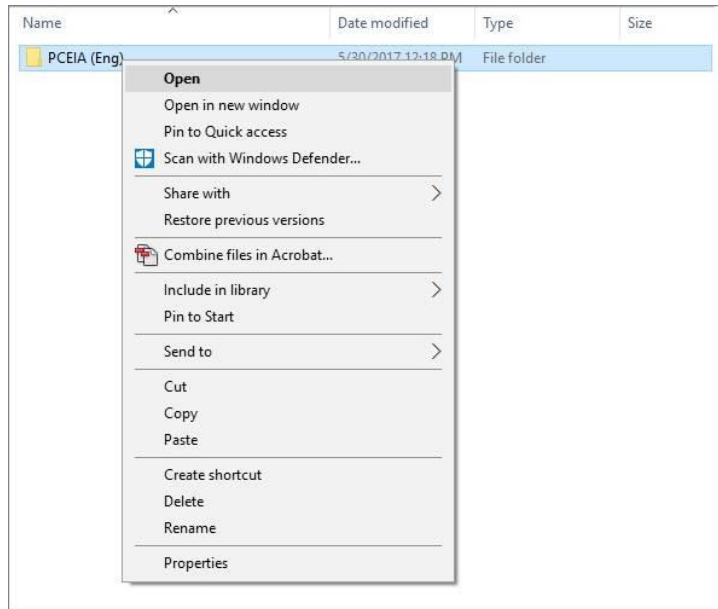
- 1) Download e-book file from the e-Learning module page. Choose either for smart devices or computer.



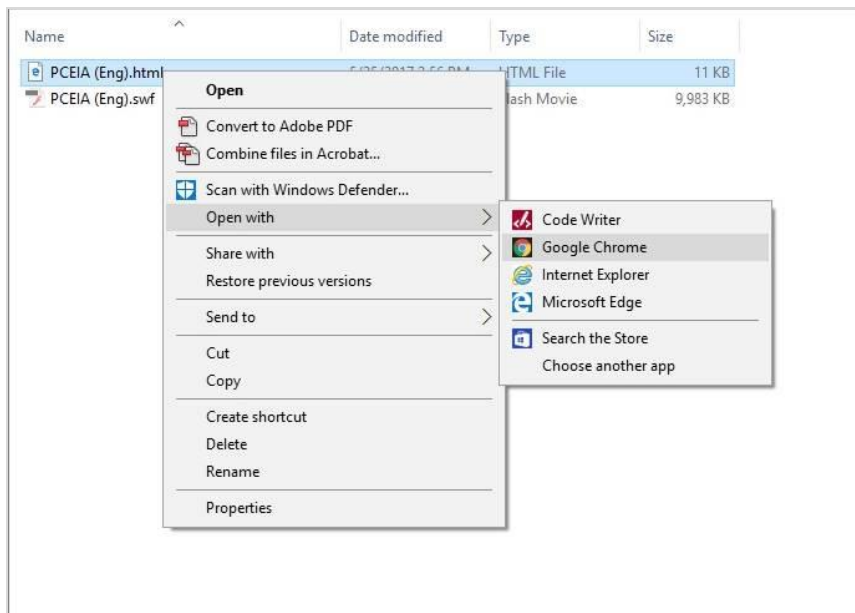
- 2) Once downloaded, “Righ-clicked” to extract that folder.



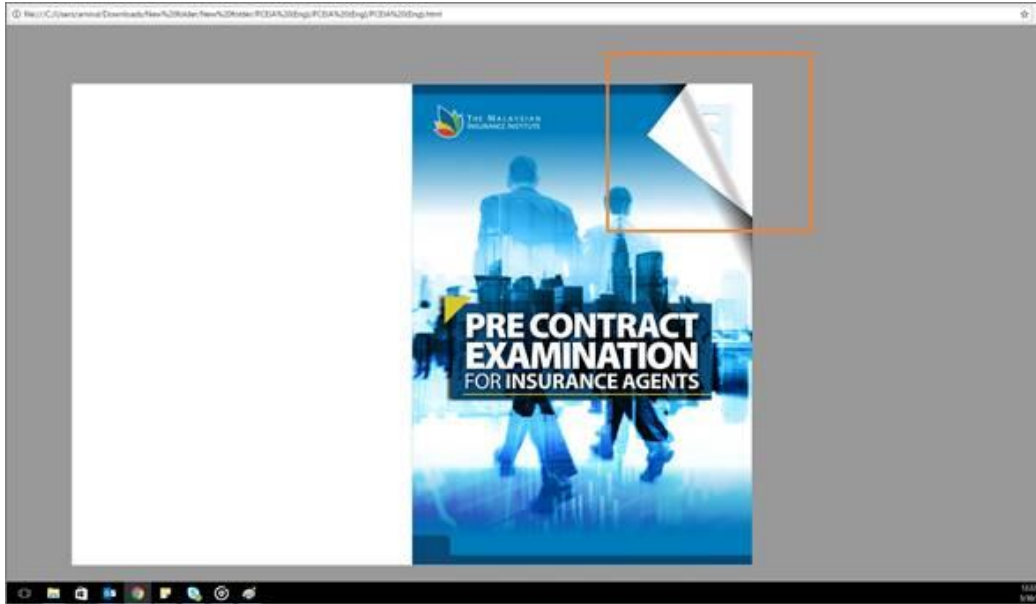
3) Then, open the extracted folder.



4) Next, open the e-Book file using Google Chrome.



- 5) Finally, move your cursor to top right of the main page to flip it.



Important:

Please note that on smart devices, you might need to open this file using iBooks (iOS) or Google Play Books (Android) respectively.

If the problem persists, please contact our Customer Care.

The Malaysian Insurance Institute

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