



1. What are the minimum system requirements?

Answer:

Monitor format from 1024 x 768 pixels
Internet Explorer 6 (no other browser)
A fast pc, minimum Pentium 3, 1 Ghz
Latest version of Flash player plug-in should be installed
No pop-up blockers; pop-ups allowed
Media Player with possibility for sound (headset/speakers) during Situational Awareness Test.
Google translation toolbar should be turned off as this can lead to incorrect text on the webpage.

2. I have problems when starting the films in the Situational Awareness Test. What should I do?

Answer:

All test modules work with Microsoft Internet Explorer version 6 (IE6). During the Situational Awareness Test, the following applies when using this version of the Internet Explorer: if, when watching a film (hotspot or stop video type question), you see one of the following reports you should click twice, once to activate the element (flash control)

A rectangular button with a black border and a light gray background. The text inside reads: "Press SPACEBAR or ENTER to activate and use this control".

Press SPACEBAR or ENTER to activate and use this control

and once to start the film.

A rectangular button with a black border and a light gray background. The text inside reads: "Click to activate and use this control".

Click to activate and use this control

Do not press on the spacebar or the enter button as once you have clicked on the “next question” button (the button is active) and then on the space bar, you will be taken to the next question and will be unable to return to the previous question.



3. Is CitoDrive available in another language?

Answer:

Above right in the application you will see various flags representing a corresponding language. Click on the flag of your language choice.

4. I am unable to login / the website does not load properly, possibly after an Internet Explorer update. What should I do?

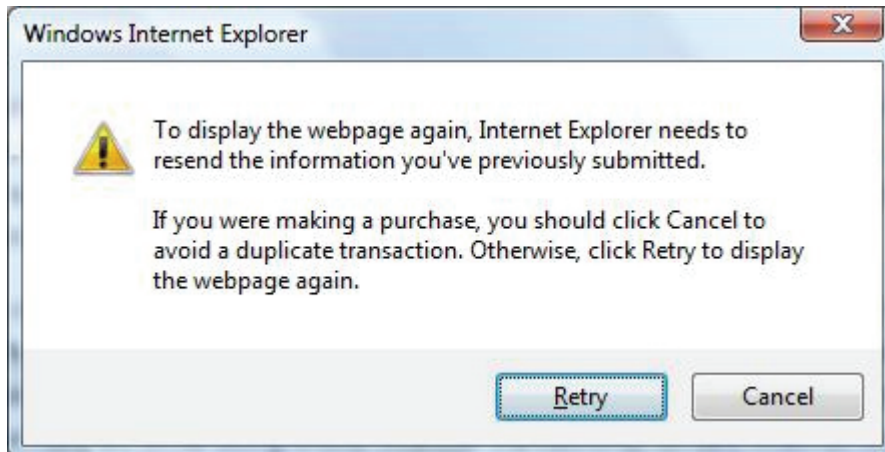
Answer:

Open the website and click on the icon Compatibility view



or click on the menu Extra and choose Compatibility view. The website will now be presented in a different Internet Explorer mode.

5. I have an error message asking me to display the webpage once again. What should I do?



Answer:

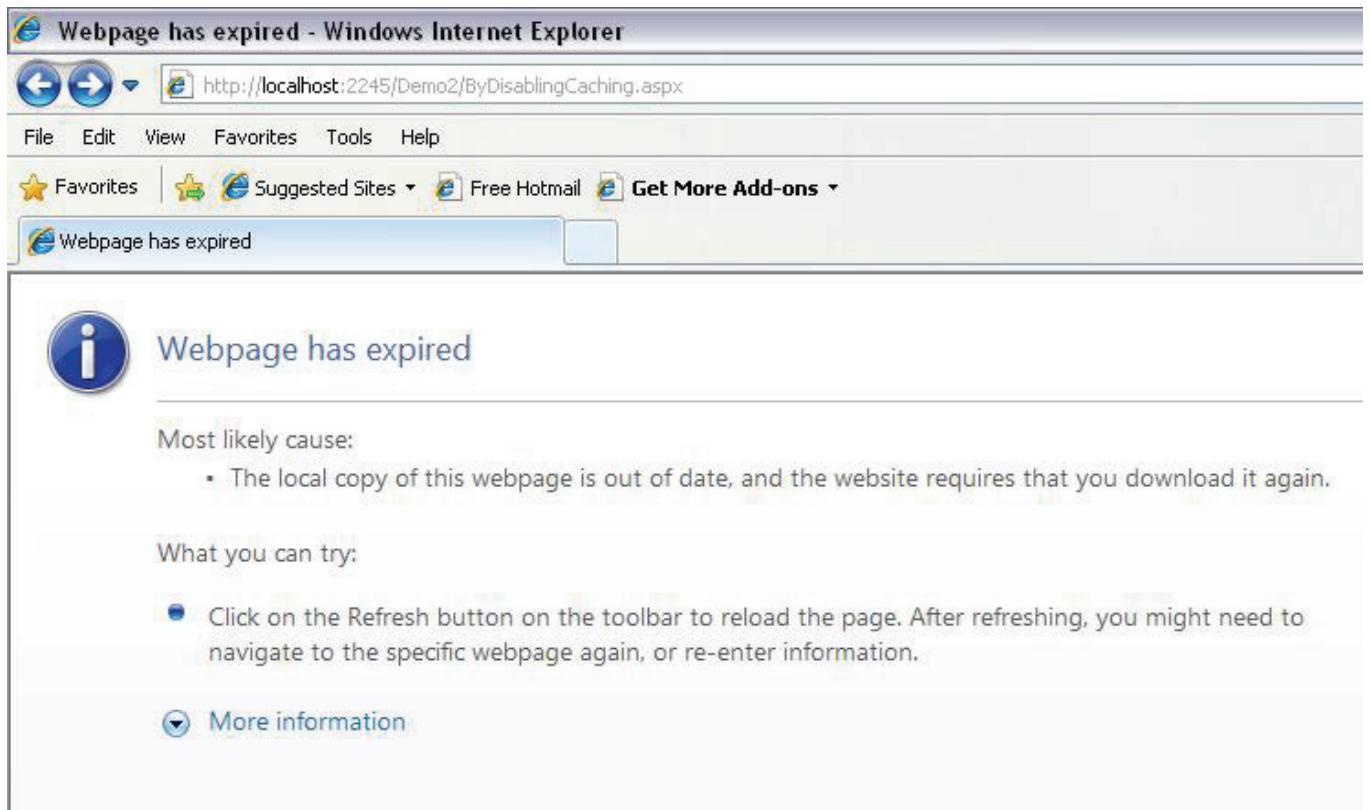
You most probably pressed the function key 'F5'. Unfortunately the only solution is to login and to begin the test once again.

6. The Adobe Flash videos do not work well in the CitoDrive CBT. Why?

Answer:

The Adobe Flash videos require the browser plug in version 8 or higher. Often the network systems of businesses are not automatically updated. It is possible to download the latest version from the Adobe website: <http://www.adobe.com/products/flashplayer>

7. I get an error message that the webpage is expired. What should I do?



Answer:

You most probably pressed the 'Backspace' key. Unfortunately the only solution is to login and to begin the test once again.

8. I am unable to watch any of the films in CitoDrive CBT. Why?

Answer:

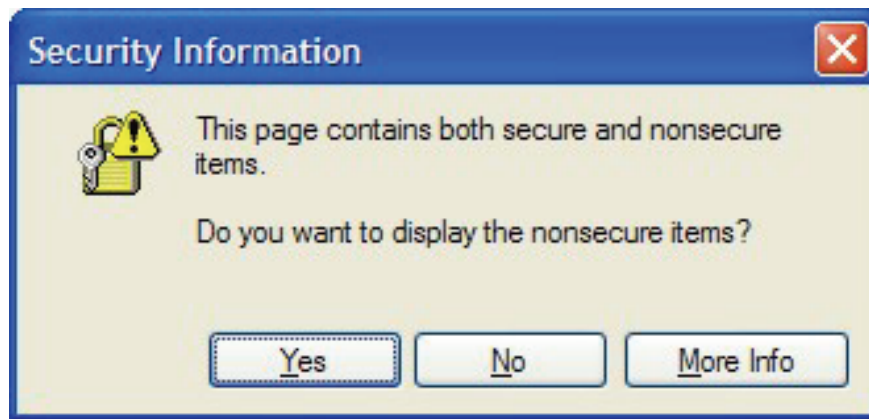
The CitoDrive CBT is not suitable for use in Mozilla Firefox. The Adobe Flash videos do not work well using this browser. Make sure you use Microsoft Internet Explorer when testing with CitoDrive CBT. The Risk Question List can be run using the Mozilla Firefox browser.

9. I have to scroll the page with questions down to read all the text. How can I solve this?

Answer:

The CitoDrive CBT and the Risk Question List have been developed for use with a monitor format of minimum 1024x768 pixels. Most monitors do not experience any problems. To create extra space it is possible to use the 'F11' function key in both Microsoft Internet Explorer or Mozilla Firefox. This enables for a full screen to be presented, with the taskbar. Once you are finished reading the question you can press the 'F11' function key once more and the screen will be returned to normal.

10. I have received an error message about non secure items in Microsoft Internet Explorer. What should I do?



Answer:

CitoDrive CBT uses Adobe Flash videos. Press on 'Yes' to continue with the test.