

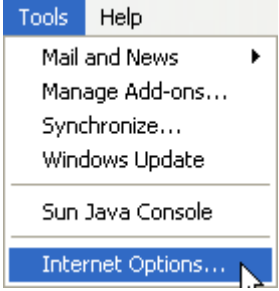
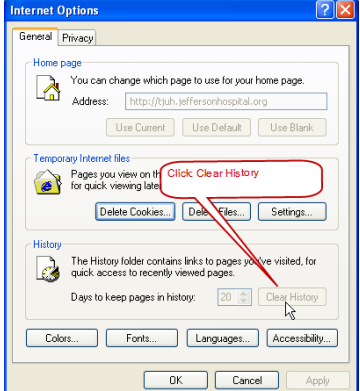


Trouble Shooting Directions
Class Climate Certificate of Participation
“How to Open the Certificate”

If you have trouble viewing your Certificate of Participation. Please follow the directions below.

<p>Adobe Reader must be installed on PC to view Certificate of Participation. Download this FREE application by going to http://www.adobe.com/downloads</p>	
<p>Browser: Class Climate accepts: Internet Explorer (IE), Firebox, and Safari. Class Climate will not work with <u>Google Chrome</u>.</p>	
<p>If Certificate of Participation does not display clear out PC’s “Browser’s History” and “Cookies”. Follow these steps to do so: Open browser such as I.E. Click on menu option: Tools Select Internet Options from dropdown list.</p>	
<p>The General tab displays Under History section Click: Clear History Click OK</p>	
<p>To “Delete Cookies: Follow same steps as above. Under heading: Temporary Internet Files Click: Delete Cookies Click OK For further assistance please contact: ce.nurse@jeffersonhospital.org 215-503-0998 or 215-955-7974</p>	