CSA Online Training Troubleshooting FAQ

I am unable to watch the video because it is not loading.

The training video requires Internet Explorer 8 or higher for viewing. Also the viewing may be affected by wireless connections or inadequate bandwidth. Please use a wired connection for best results.

I am unable to log-in and I am being told my password is invalid.

Occasionally errors occur when user information is inputted into the system. Contact Public Safety at 282-3618 or clery@isu.edu to have your password reset.

I do not have any courses or certificates to complete.

Contact Public Safety at 282-3618 or clery@isu.edu to verify that you have been assigned to a course. The course/certificate should appear the next time that you log in to the system.

I am being asked to enter in a sitekey to access the system.

When following the exact hyperlink initially provided to you, https://powerdms.com/ui/Login.aspx?companyid=dstaf, you should not be asked for the sitekey. However, if you are, the sitekey is dstaf.

I have completed a section of the course, but now I am unable to move on to the next section.

Typically the easiest fix for this is to clear out the temporary internet files. Depending on the browser you are using the instructions would be as follows:

Internet Explorer: http://support.microsoft.com/kb/260897


Google Chrome: http://www.google.com/support/chrome/bin/answer.py?hl=en&answer=95582