Kognito Technical Support
FAQ and Troubleshooting Guide

Frequently Asked Questions

Can I access the simulation on my mobile device (iPad, Tablet, Smartphone)?

Most Kognito interactive simulations are not currently supported on mobile devices, so you'll need to use a desktop or laptop computer to access the Kognito Website.

What web browsers can I use to access Kognito simulations?

Our simulations are supported in the latest versions of the following browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge (Windows 10)
- Safari (macOS)

Please note that our simulations are no longer supported in Internet Explorer.

Can I take the simulation as part of a group session (i.e., multiple users on one computer)?

Kognito simulations are designed as personal experiences and should be taken individually. It's important to feel comfortable exploring different options during interactive conversations with virtual humans, and to be able to go back over completed content as needed. Each user will also need to complete the simulation individually in order to receive a personalized Certificate of Completion.

If I stop the simulation, can I come back later and pick up where I left off?

Your progress is saved as you complete each section of the simulation, so you can close down the application and resume later if needed. It is recommended that you do not stop in the middle of a section, since you may be placed at the beginning of the last incomplete section when you resume.

How do I re-certify to update my certificate for the current year?

To re-certify a Kognito simulation for an updated certificate of completion, see the instructions below.

Note: *Clicking* **RE-LAUNCH** *will open your previously completed session as a review, which does not provide an updated certificate. For an updated certificate, you will need to reset the simulation using the following steps:*

1.) Log in to your Kognito Account and click on the tile at the top of the screen corresponding to the simulation you wish to re-certify.

2.) Click on the "**Need to recertify?**" link to the left of the **RE-LAUNCH** button.

At-Risk for Faculty & Staff

Recognize when a student is exhibiting signs of psychological distress, and manage a conversation with the goal of connecting them with the appropriate campus support service. Afte ... **More** ⌄

Need to recertify? ⓘ

RE-LAUNCH

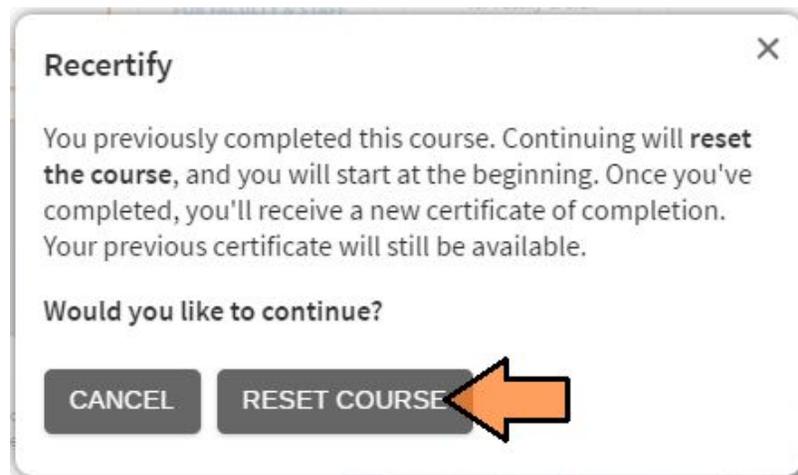Status: Completed
Date: 2017.06.09

Download Certificate 📄
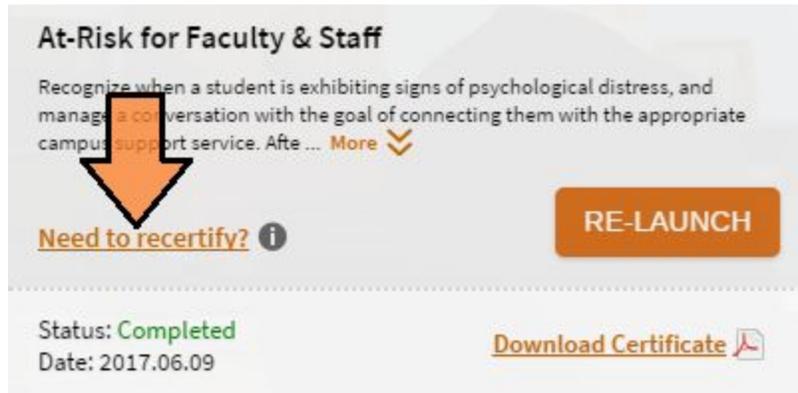
3.) A prompt will appear asking you to reset the simulation to the beginning. Click **RESET COURSE** to reset the simulation. This may take a moment to process. You must reset the simulation in order to receive credit.

Recertify   ✕

You previously completed this course. Continuing will **reset the course**, and you will start at the beginning. Once you've completed, you'll receive a new certificate of completion. Your previous certificate will still be available.

Would you like to continue?

CANCEL   RESET COURSE

4.) Once the system updates, you will see the **RE-LAUNCH** button change to **LAUNCH** and your course status will show "**Previous completion**." Note that the "**Need to Recertify?**" link will disappear. Click on **LAUNCH** to start and complete the simulation to receive your updated Certificate of Completion.

At-Risk for Faculty & Staff

Recognize when a student is exhibiting signs of psychological distress, and manage a conversation with the goal of connecting them with the appropriate campus support service. Afte ... **More** ⌄

LAUNCH

Status: Previous Completion
Date: 2017.06.09

Download Certificate 📄

Troubleshooting Technical Issues

Account Creation

I tried to log in using my email address, but it's not working.

Before you can access the Kognito simulations, you'll first need to register an account (see "**How do I create my account?**" below). This connects your email address to your new account, and allows us to save your progress and provide a personalized Certificate of Completion when you're finished.

What is an Enrollment Key and how do I use it?

The *Enrollment Key* you are provided is not a password - it's a special code that you'll be asked to enter during account creation. Entering the key associates your new account with your school or institution in our, and unlocks the interactive simulations available to your institution. See "**How do I create my account?**" below for instructions on how to use your Enrollment Key during the account creation process.

What is a Training Point of View (POV)?

A *Training POV*, or "Point of View," is used by some institutions in place of an Enrollment Key during account creation. When you select a POV, you will only be enrolled in the simulations associated with that Point of View (for example, choosing the "K-12 School Personnel" POV will provide access to the faculty-oriented simulations available to your institution).

How do I create my account?

You can create your Kognito Account by following the steps below:

*1)***:** Go to the Kognito Login website provided by your institution. If you are unsure where to go to log in, please contact Kognito Support at support@kognito.com.

2): Click on the orange link in the "Sign In" box where it says "**Don't have an account? Click here.**"

3): Fill in your First and Last Name, enter and confirm your Email Address and choose (and confirm) a password.

4): Before you can continue, you'll need to associate your new account with your institution's contract by doing one of the following (depending on your institution's account creation instructions):

- Enter the **Enrollment Key** you were provided.
- Choose the appropriate **Training Point of View (POV)** from the drop-down menu provided.

5): Click **NEXT STEP** and fill in the rest of the required information for account creation.

6): Click **DONE** - This will bring you to the "Choose a Course" screen where you can select appropriate tile at the top of the screen for the simulation you are looking to take.

7): Click **LAUNCH** - A pop-up window will appear with a pre-training survey. Once the survey is complete (or if you opt-out), the simulation will begin to load.

The web page is telling me I'm "Missing Necessary Information," but I answered all of the account creation questions!

If your web browser is set to deny websites from loading cookies and website data (which is sometimes done for security reasons), this can interfere with our account creation process. In this case, you'll see the following registration error message:
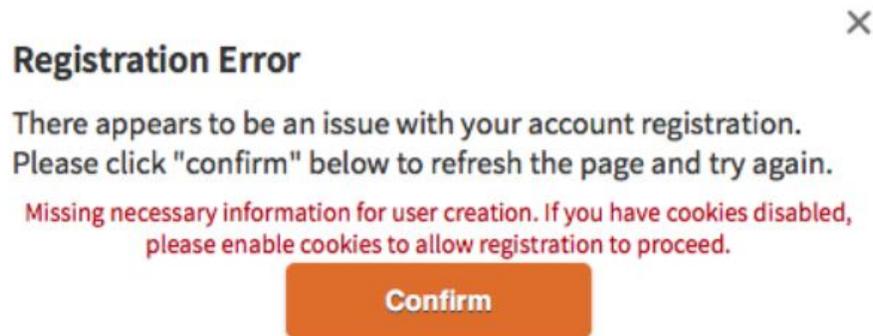
There are two ways to get around this registration error:

- You can try using a different web browser, since the settings may be different. We see this most often in the Safari web browser (and to a lesser extent, in Google Chrome), so we'd recommend using Mozilla Firefox to create your account if you receive this message.

- You can go into your browser's settings and allow websites to set cookies and other website data.

If you need additional assistance, please contact Kognito Support.

Logging into your Account

I created an account, but my password isn't working.

You may have incorrectly entered your password or email address. This is likely if you received the error message:

Double-check that both your email and password are correctly entered (and if you're copying and pasting, make sure you don't catch any stray spaces at the beginning or end of the text).
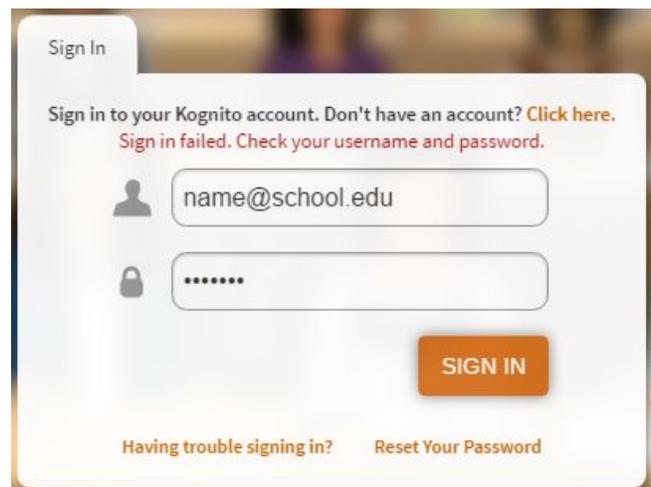
- **Requesting a New Password**: You can request a new password through our automated system by clicking on "**Reset Your Password**" (just below the **SIGN IN** button).

I requested a password reset, but the new password never arrived (or doesn't work.)

The new password should arrive immediately, delivered to the email you used to create your account, so if there is a delay please make sure to check your spam folder.

If there is a delay in receiving a password reset email, the user will sometimes request a second password reset (thinking that the initial request did not go through). This can create a loop where your password requested arrives after you have already requested another one (meaning that the password has already been reset again by the time you receive it.)

If you are still unable to log in, please contact Kognito Support.

I entered the correct email and password, but the site returned me to the login page without showing any error messages.

If it looks like the web page just reloads (it simply drops you back at the login screen without an error message), you may need to allow cookies and website data in your browser's settings. Denying cookies/website data can interfere not only with account creation, but also with the login process.

Problems Loading the Simulation

My Browser has a pop-up blocker (or nothing happens when I click the "Launch" button.)

If your browser's pop-up blocker is turned on, this can prevent the simulation window from displaying. Your browser will usually tell you that a pop-up has been blocked, and will give you the option to allow pop-ups from our site.

Allowing Pop-ups In Google Chrome:

1.) First, click on the Pop-up Blocker icon in the top right hand corner of the browser's navigation bar.
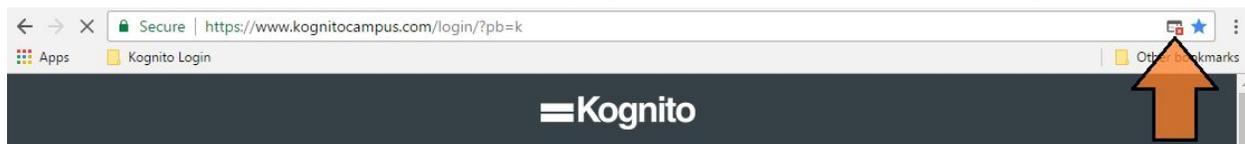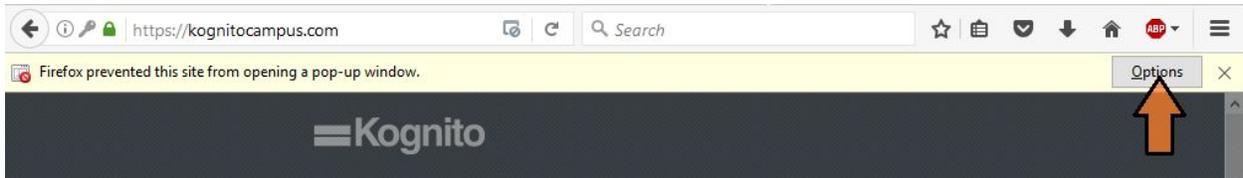

2.) Select "Always allow pop-ups from [*the login page's URL*] and click "**Done**."
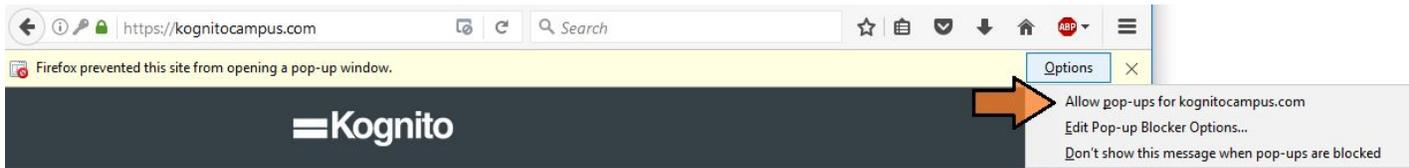
Allowing Pop-ups In Mozilla Firefox:

1.) First, click on the "Options" button that appears on the left side of the pop-up message.
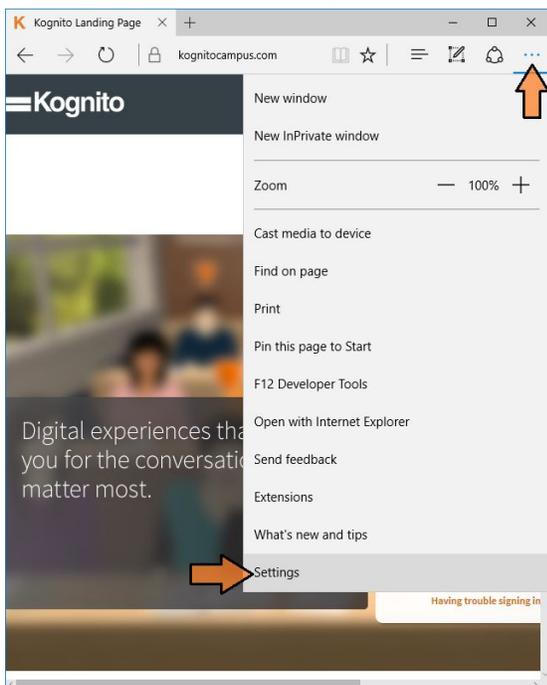

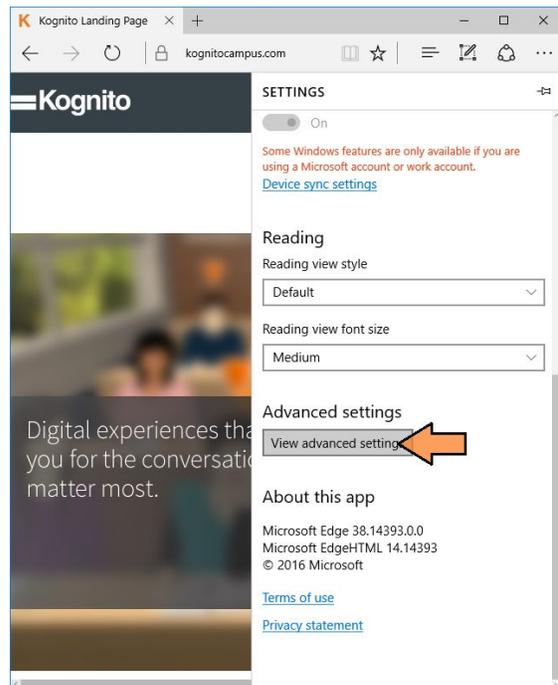2.) Next, select "Allow pop-ups for [*the login page's domain name*]"
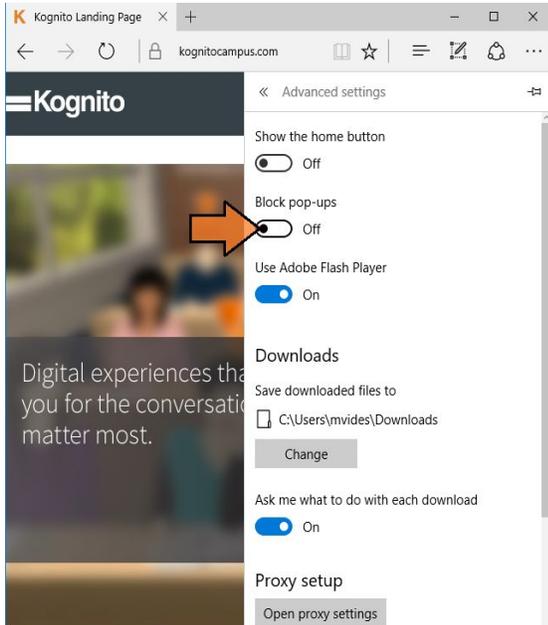

Allowing Pop-ups In Microsoft Edge:

Note that in Microsoft Edge, you'll need to allow pop-ups globally (as the browser does not currently support exceptions).

1.) First, click on the More button (the "…"), and from the menu, select "Settings."

2.) From the Settings menu, scroll down and select "View advanced settings

3.) Lastly, toggle the "Block pop-ups" dial to the "Off" position

What if my browser doesn't give me the option to allow pop-ups?

Some browser versions may not provide a prompt to allow pop-ups. In this case, it may seem like you are clicking "Launch" and nothing is happening.

If your browser does not give you the option to allow pop-ups from our site, you can go into your browser settings and *make an exception* for the following site: https://kognitocampus.com/login (recommended).

Alternatively, you can *allow pop-ups from all sites* (if you do this, we recommend that once you've finished the simulation you go back into your browser settings and turn the pop-up blocker on again).

If you need additional assistance, please contact Kognito Support.

The browser is Not Responding (or crashes) when I try to launch the simulation.

Kognito simulation is built using Unity, a program for creating and publishing video games on a number of platforms. The simulation utilizes high definition 3D graphics which can require a fair amount of your computer's system resources to launch and run (especially if your computer is running on-board graphics).

If there are many other applications running when you try to launch the simulation, your browser may run out of memory (RAM) and become unresponsive, or even cause the application to crash. Your computer may be running low on available system memory if the browser says "*Not Responding,*" or if you receive the following error message:

Over Capacity!

Your computer is running low on memory. Please close any programs running in the background and then click the "Reload Page" button below.

RELOAD PAGE

If this still doesn't work, try using another computer or contact your system administrator.

For more information visit our support page. You can also view your browser's technical information.

As the error message suggests, you can try closing down other applications and browser tabs to ensure that these programs aren't competing with our simulation for system resources. Restarting the computer can also clear background applications that are using up RAM.

If you continue to experience difficulty, contact Kognito Support.

The Simulation only loads halfway, and never seems to finish launching.

If the simulation is taking a long time to load, there could be a great deal of internet traffic taking up bandwidth on your network. This is especially likely on a local network (LAN) such as a computer lab. You can try waiting and launching again later to see if low network bandwidth was causing the slow down.

You can also try clearing your browser's cache and cookies/website data. Your browser uses its cache to retrieve previously downloaded website data in order to speed up loading times on repeat visits. If there was a problem retrieving Kognito's content, your browser may be missing important files when it loads from cache.

Clearing your browser's cache and cookies will force the browser to re-download content from Kognito's website and retrieve any missing or incomplete files, potentially allowing the simulation to load properly.

Accessing Post-Simulation Resources

I completed the simulation but I can't access my Certificate of Completion / post-survey.

If you've completed the simulation and are unable to access the Post-Simulation Resources (such as your Certificate of Completion or the post-training survey), please reach out to Kognito's Support Team at support@kognito.com and we will be happy to assist you.

Recertification

I took a simulation again for Recertification, but my certificate shows last year's date.

If you retook a Kognito simulation as part of recertification for the current year, but your certificate shows last year's date, it is possible that you may have accidentally "Re-launched" rather than reset the simulation to the beginning.

If the launch page for a simulation has the RE-LAUNCH button instead of the LAUNCH button, then the simulation is in a "completed" state, and and clicking RE-LAUNCH will open your previously completion for review. In this state, all of the content remains unlocked, and our system doesn't track review activity.

If you accidentally re-launched rather than resetting the simulation first, you can close down the simulation window and reset the simulation (see "How do I recertify to update my certificate…" above). If you have questions, contact Kognito Support for assistance.

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