

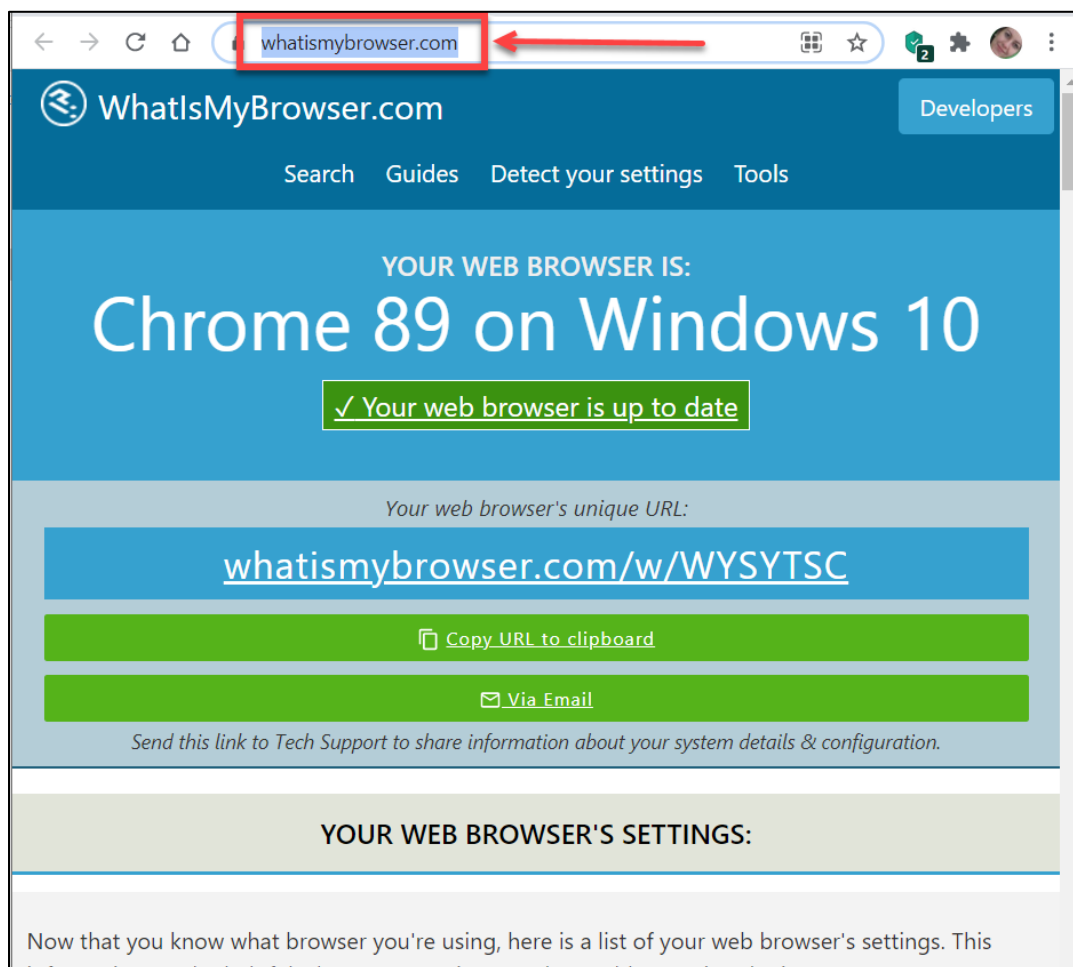
Collecting Students' Browser Information

Sometimes teachers may experience problems viewing students' grades and user reports for H5P or SCORM activities. In these cases, students have typically completed the activities and advanced to the summary (final) slide in H5P or clicked a SCORM's *Exit activity* button, but their grades do not appear in their reports. This issue is most likely caused by the students' browser settings such as an outdated browser, a configuration that is not compatible, or a browser plug-in or add-on that is interfering with Avenue.

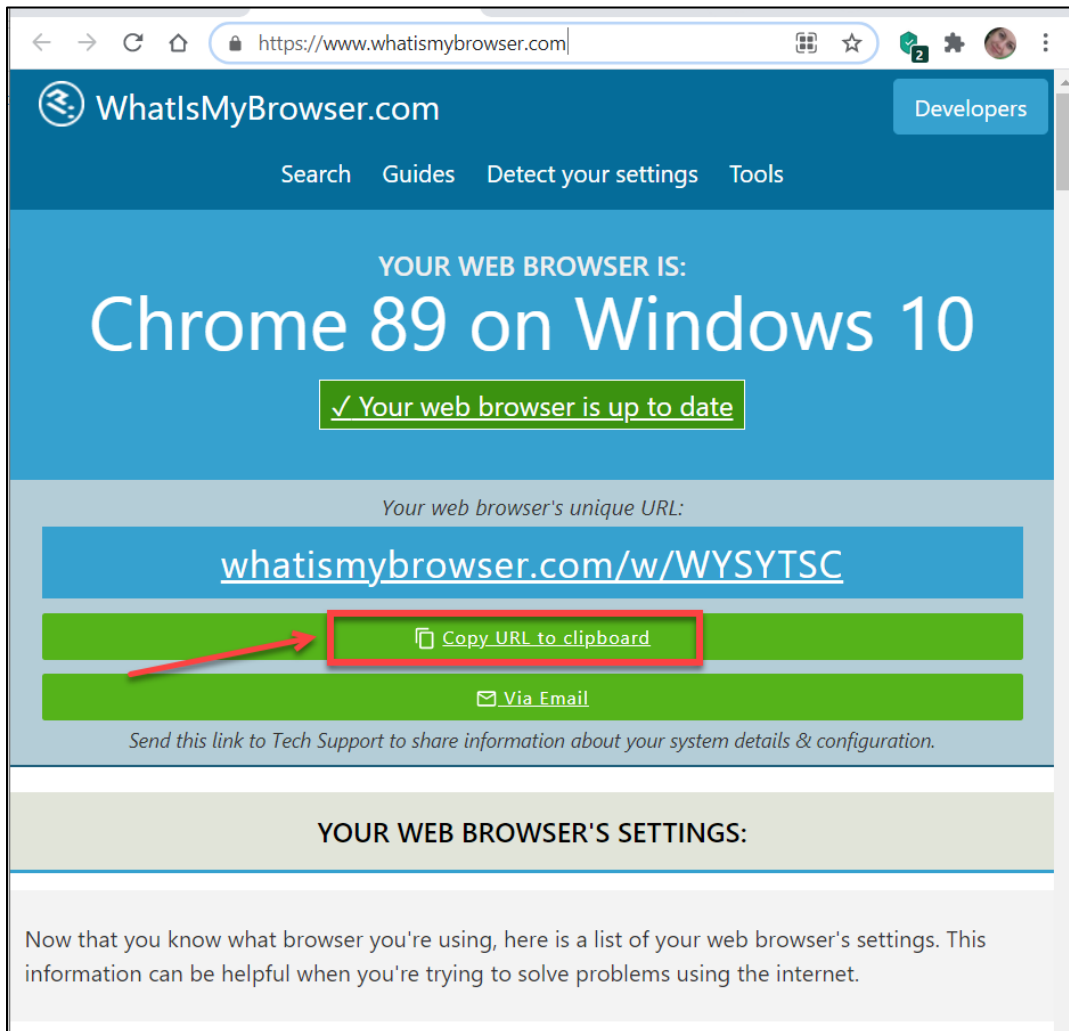
If teachers observe such issues, it is recommended that they collect the students' browser information and fill out [this form](#) for further investigation.

To collect students' browser information:

1. Ask students to go to <https://www.whatismybrowser.com/>



2. Ask learners to click on **Copy URL to clipboard**.



The URL is now copied to the clipboard.

The screenshot shows the WhatIsMyBrowser.com website. The browser's address bar displays 'whatismybrowser.com'. The website's header includes the logo, navigation links (Search, Guides, Detect your settings, Tools), and a 'Developers' button. The main content area has a blue background and displays 'YOUR WEB BROWSER IS: Chrome 89 on Windows 10'. Below this, a green box with a checkmark states '✓ Your web browser is up to date'. The section 'Your web browser's unique URL:' shows the URL 'whatismybrowser.com/w/WYSYTSC' in a blue box. Below the URL, a green bar contains a red arrow pointing to a button labeled 'URL copied ✓'. A green bar below that contains a button labeled 'Via Email'. A light blue box contains the text: 'Your unique URL has been copied to your clipboard. You can paste it into an email, tweet or ticket to your support desk. Send this link to Tech Support to share information about your system details & configuration.' The bottom section is titled 'YOUR WEB BROWSER'S SETTINGS:'.

Note: If students do not see the **Copy URL to clipboard** button on their page, ask them to copy the complete link under the *Your web browser's unique URL:* section that starts with **whatismybrowser.com/**.



3. Instruct students to paste this URL in an email and send it to you. It will be a link similar to this:
<https://whatismybrowser.com/w/WYSYTSC>

4. If a number of students are experiencing the problem, fill out [the form](#) for each learner with the issue. Alternatively, you may collect the URL for all students who are experiencing the same problem and forward them to your mentor together with their first and last names.