

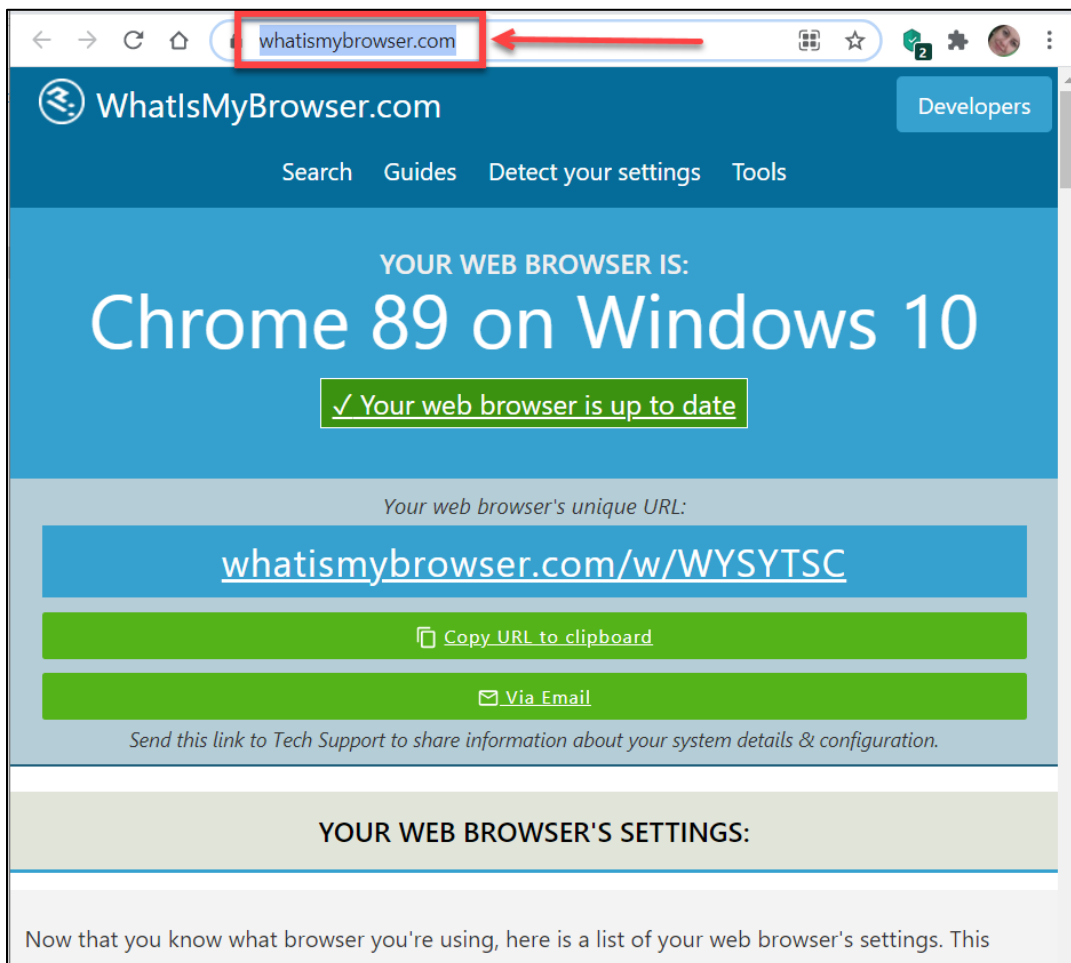
Collecting Students' Browser Information

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.

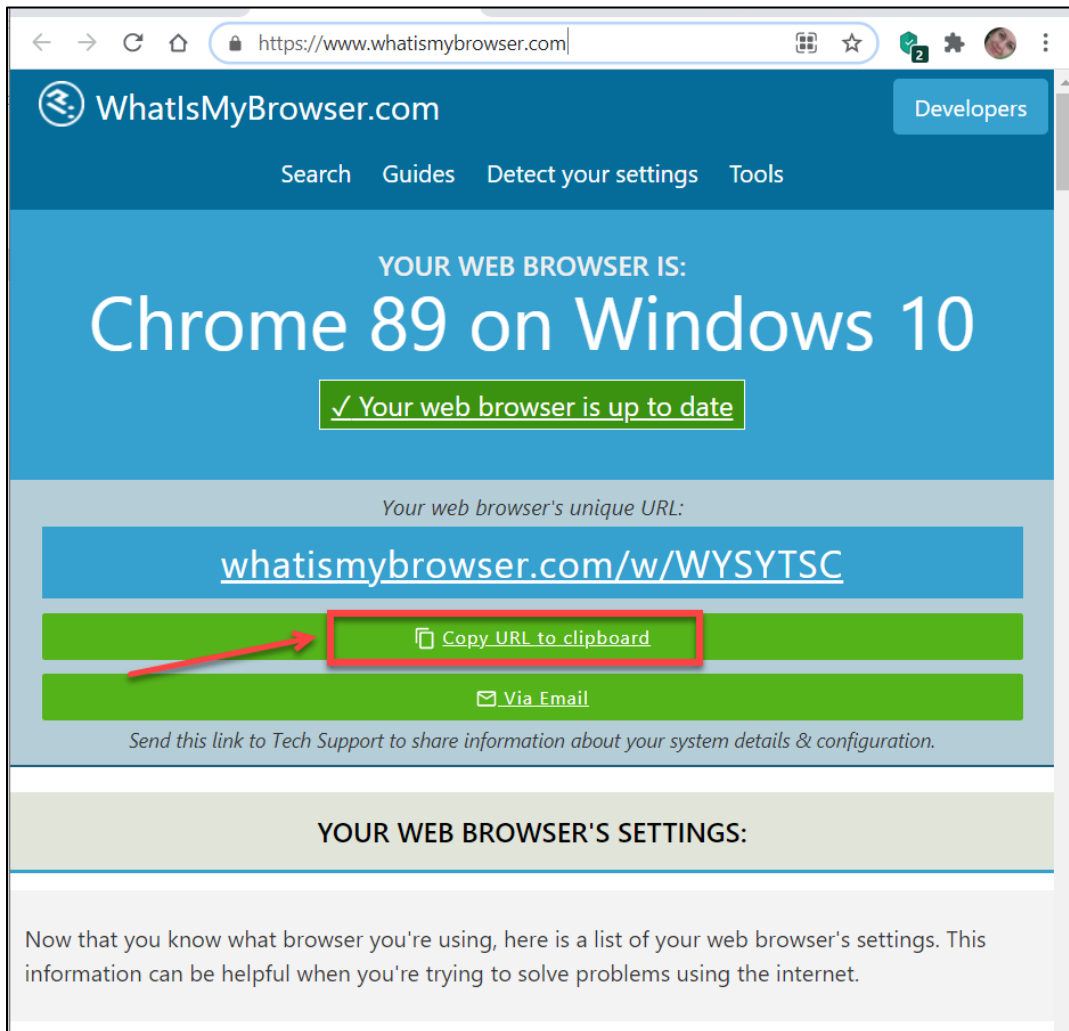
If teachers observe such issues, it is recommended that they collect the students' browser information and fill out [this form](#) for further investigation.

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 screenshot shows the website WhatIsMyBrowser.com. The browser's address bar displays the URL <https://www.whatismybrowser.com>. The page header includes the site logo, navigation links for Search, Guides, Detect your settings, and Tools, and a Developers button. The main content area displays "YOUR WEB BROWSER IS: Chrome 89 on Windows 10" and a green box indicating "✓ Your web browser is up to date". Below this, the unique URL is shown as [whatismybrowser.com/w/WYSYTSC](https://www.whatismybrowser.com/w/WYSYTSC). A red box highlights the "Copy URL to clipboard" button, with a red arrow pointing to it. Other options include "Via Email" and a note to "Send this link to Tech Support to share information about your system details & configuration." The bottom section is titled "YOUR WEB BROWSER'S SETTINGS:" and contains introductory text about browser settings.

The URL is now copied to the clipboard.



The screenshot shows the website 'WhatIsMyBrowser.com' with the following content:

- Header: WhatIsMyBrowser.com, Developers (button), Search, Guides, Detect your settings, Tools
- Main Content: YOUR WEB BROWSER IS: Chrome 89 on Windows 10
- Status: ✓ Your web browser is up to date
- Unique URL: whatismybrowser.com/w/WYSYTSC
- Action: URL copied ✓ (highlighted with a red box and arrow)
- Alternative: Via Email (button)
- Message: 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.
- Footer: 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/**.



← → ↻ 🏠 whatismybrowser.com

WhatIsMyBrowser.com Search Guides Detect your settings Tools Developers

YOUR WEB BROWSER IS:

Chrome 89 on Windows 10

✓ Your web browser is up to date

Your web browser's unique URL:

whatismybrowser.com/w/CQNA434 [Via Email](#)

Send this link to Tech Support to share information about your system details & configuration.

YOUR WEB BROWSER'S SETTINGS:

Now that you know what browser you're using, here is a list of your web browser's settings. This information can be helpful when you're trying to solve problems using the internet.

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.