

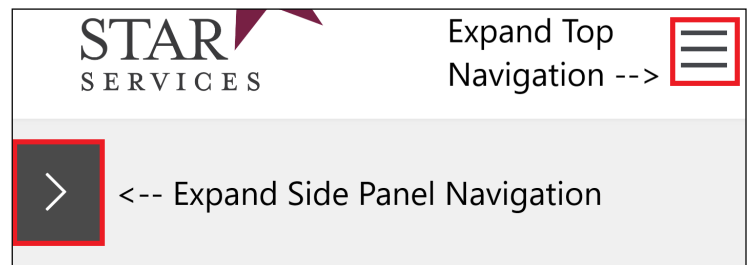
STAR Services Online Training Help Desk is happy to help troubleshoot technical issues that may arise. Please consider the following suggestions.

## Internet Connection

A high-speed internet connection is required for optimal training operation. If you are experiencing video lag, please seek alternative internet access. Local libraries and community centers often offer adequate connections for this purpose.

## Mobile Devices

The training website adapts automatically for desktop and mobile devices. **Due to the interactive nature of the training videos, a tablet-sized device or larger is recommended for the best experience.** If accessing courses from a mobile device, menus are collapsed by default, and you will need to click on the menu buttons to expand both top and side navigation.



## Browser Compatibility

You may try another browser or clear your cache if you are experiencing difficulties. Procedures for this for common browsers may be found below.

 [Mozilla Firefox](#)      [Clear Cache for Firefox](#)

 [Google Chrome](#)      [Clear Cache for Chrome](#)

 [Microsoft Edge](#)      [Clear Cache for Edge](#)

 [Safari](#)      [Clear Cache for Safari](#)

Note: Internet Explorer (IE) does not support current web standards. If you are using IE and have any issues with viewing the Online Training site (or any other website), you will need to upgrade your browser to Microsoft Edge, Chrome, or Firefox. Microsoft is ending support for IE in 2022.

## STAR Services Training Help Desk

If you are having technical issues or have a specific question, please contact the [Training Help Desk](#). The Help Desk is open Monday-Friday, 9:00 am - 4:00 pm.