

# All Epic Trainees – Resolving an Issue with Unresponsive eLearning Lessons in Saba

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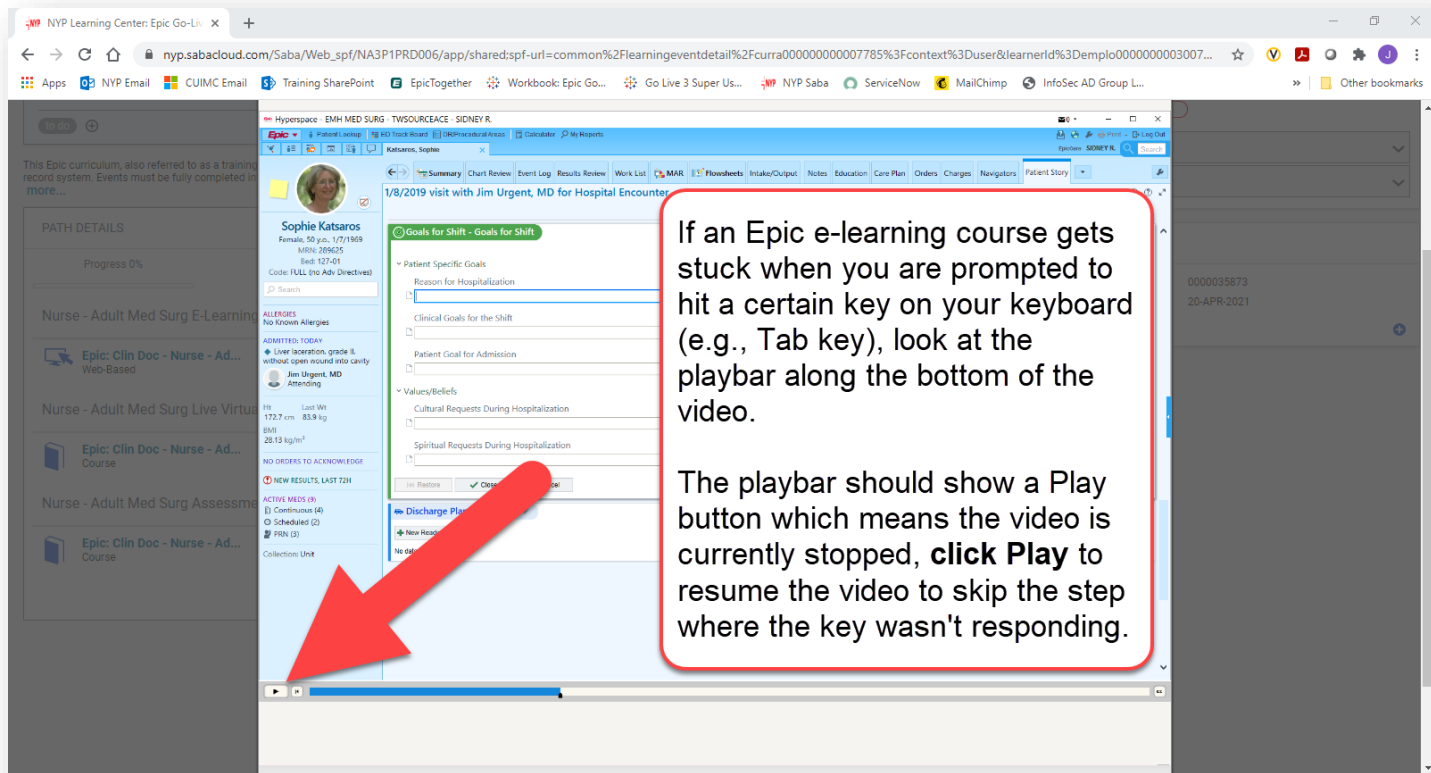
A small number of trainees may experience issues with Epic eLearning lessons not responding when the course prompts them to press keys on their keyboards, this is most notable when lessons request for the user to press the Tab key. While this only affects a small number of users, and is due to issues occurring from the web browser used on the computer and how it interacts with Saba, the NYP Learning Center, you can follow these steps to bypass the issue and continue the course.

## Try It Out

1. When the course appears stuck after prompting you to enter information or press certain keys on your keyboard, look for the **play bar** along the bottom of the eLearning lesson.



2. When the lesson doesn't respond to your input, you will see the button on the far left of the play bar shows as a **Play** button (a **Pause** button indicates the lesson is still playing and is not awaiting input).



3. Click the **Play** button. The issue is resolved and the lesson will continue play back.