Devices, browsers and tips for a smooth training session

What you need to take training, and fixes for pages that won't load or buttons that don't work.

For: Administrators, Managers, Employees, Individual learners · Updated November 22, 2026 · https://hipaacertify.com/index.php/support/article/training-tips

What you need

- A current version of Chrome, Edge, Safari or Firefox on a computer, tablet or phone
- An internet connection
- JavaScript and cookies turned on. They're on by default in all of these browsers.

If something doesn't work

1. **Refresh the page.**
2. **Sign out and back in.** This fixes most "Page Expired" or redirect problems.
3. **Try a private or incognito window.** This rules out browser extensions and old cached pages.
4. **Try another browser or device.**
5. **On a work network**, ask IT whether **hipaacertify.com** is allowed through the web filter.

Tips

- Use your own device and check **Remember me** when you sign in.
- Finish a section and its quiz in one sitting. Progress saves each time you pass a section.
- Bookmark your organization's sign-in page from your invitation email.

Still stuck? Contact support. Tell us your device, browser, the page you were on, and what you saw.

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