Switzerland.
by train, bus and boat.

Troubleshooting Common Issues.

Are you experiencing a technical problem? No worries – Heidi and Peter have successfully completed every mission so far. Follow their advice and try to solve your issue with the Swiss Travel System Excellence Program:

Operating System (OS).
Always keep your OS up to date. Ensure that you have installed the latest updates of Windows or MacOS. And if your privileges for updating the OS are restricted by your employer, ask your IT administrator for help.

Web Browsers.
Please always use the latest version of your web browser. It turns out that most learners who are reporting problems are using outdated versions of Google Chrome, Firefox, Internet Explorer, or Safari. We highly recommend that you use the latest versions of Google Chrome or Firefox. In addition, the following browsers generally work well (although not always with a 100% reliability):
- Windows: Internet Explorer 11, Microsoft Edge (latest version)
- MacOS: Safari (latest version)

Mobiltelefon:
- Google Chrome (latest version) in Apple iOS 12 or later
- Google Chrome (latest version) in Android OS 6 or later
- Safari in Apple iOS 12 or later

Browser Settings.
- JavaScript must be enabled for published courses to function.
- Font downloads must be enabled to see the **correct fonts and characters.**
- No Compatibility View: when using Internet Explorer, t**urn off Compatibility View** for elearning.mystsnet.com.
- If you can't continue at the pop up «Continue» because you see no clickable buttons, try to zoom in or out.

Network Connection.
Tunnelling into your company's network via Virtual-Private-Network (VPN) almost always slows down the connection speed.
This may lead to loading delays, which in turn slow down the learning experience. The engaging audio and video assets require a stable network connection, preferably without a VPN.

E-Learning Experience.
Sometimes, an expired browser session can lead to problematic behaviours. Try to log out of your Swiss Travel System Excellence Program account, then log back in again.

How to Fix Common Issues.
If you are having an issue, you may be able to resolve it by:
- Simply switching browsers, either to one of the browsers listed or one that you have available that may work better. In the past, we have seen clients resolve their issues by switching from Safari to Firefox. Given that 99% of learners experience no issue at all, it appears that many problems are indeed caused by a unique browser setup. Number one are the browser update settings on the respective computer, so switching browsers may resolve your issues right away.

And if that still did not work...
- If you have multiple devices, such as a laptop and a desktop computer, you may switch to a different device and attempt to access the content from there. Sometimes, it can be more time-consuming to identify the exact issue your computer is experiencing. It would be more efficient to access the learning platform by switching to a different laptop, computer or tablet.

Phew, these were quite a lot of tips! We hope that most technical problems can be resolved by following our guide. But should you still have an issue, please contact our support team:
elearning@ swisstravelsystem.com

Best,
Heidi, Peter & the Swiss Travel System team
elearning.mystsnet.com

Swiss Travel System
EXCELLENCE