

mySFA Training Mac Troubleshooting Tips

Follow these steps to access your mySFA Trainings:

- Log-in to mySFA (<http://www.sfasu.edu/mysfa>)
- Click on the “Employee” tab
- On the bottom right hand corner, under “Training”, select “myTraining”
- Click the "Launch" link next to the course name

★ After attempting to launch training, if you see a secondary login page (see image) please follow the steps below to update your security settings:

WORKPLACE ANSWERS

Learner Login

Please enter your information below to access your online courseware and the Workplace Answers Training Solution.

*** Required Field**

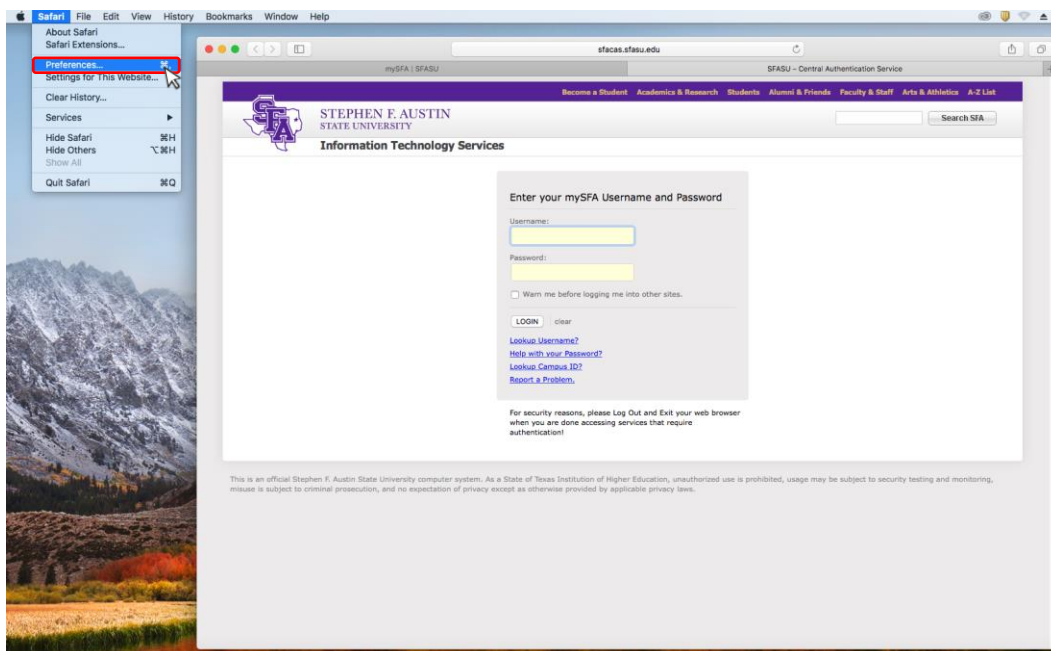
* Email Address or Login Name:

* Password

[Forgot your Login Name or Password?](#)

[Resend Link >>](#)

1. From the Safari menu, select “Preferences”



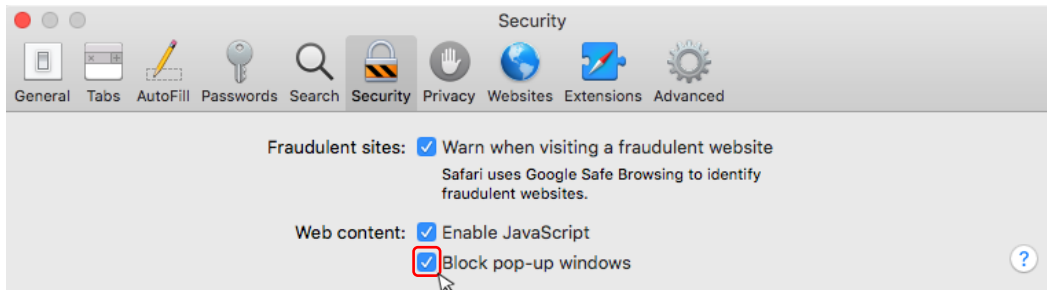
mySFA Training

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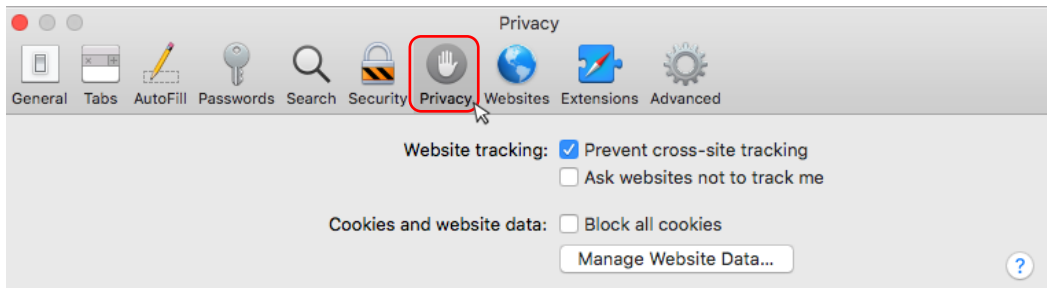
- From the Preferences Menu, select “Security”



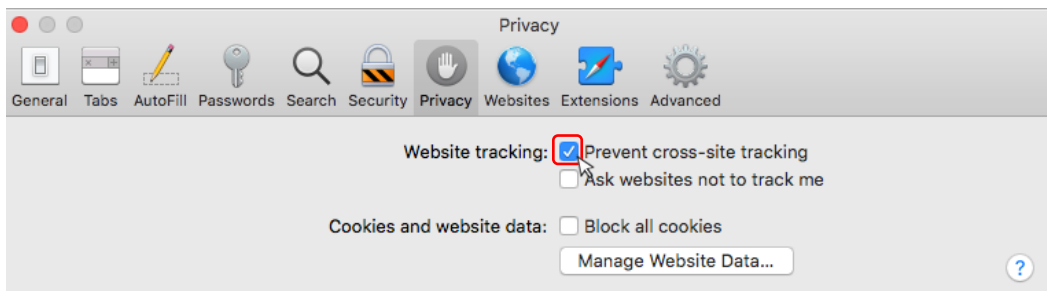
- Under “Security”, uncheck the box next to “Block pop-up windows”



- Click on the “Privacy” header

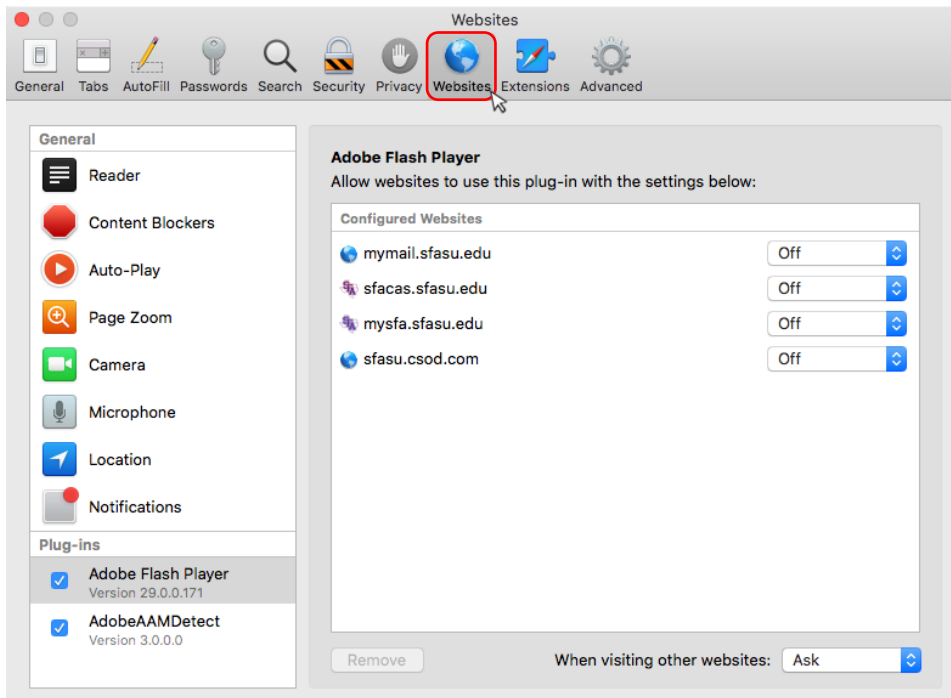


- Under “Privacy”, uncheck the box next to “Prevent cross-site tracking”

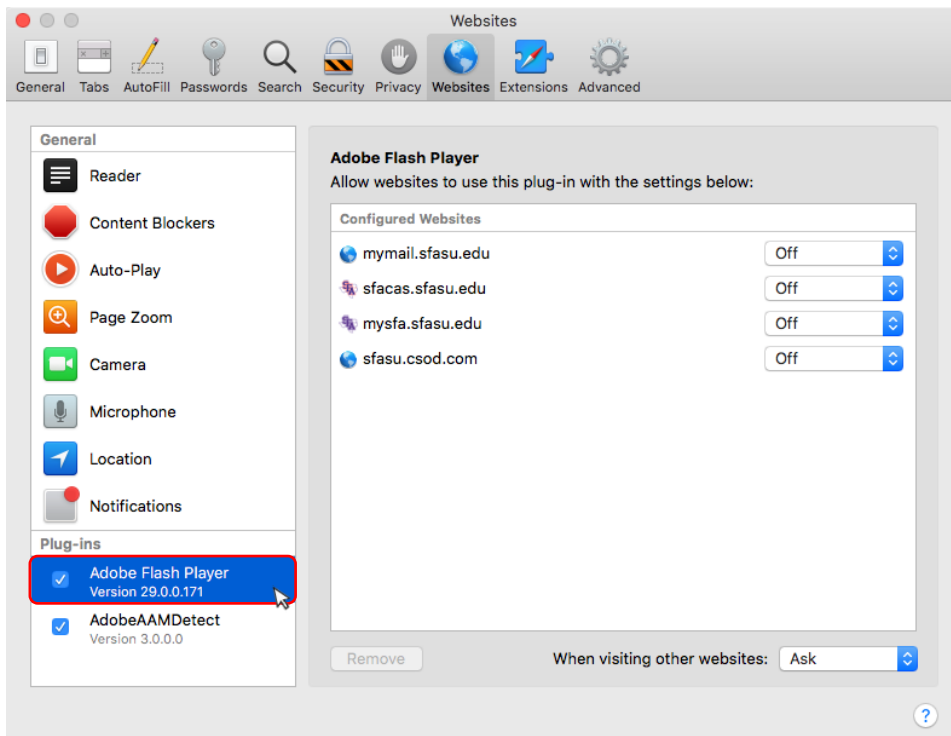


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6. Click on the “Websites” header

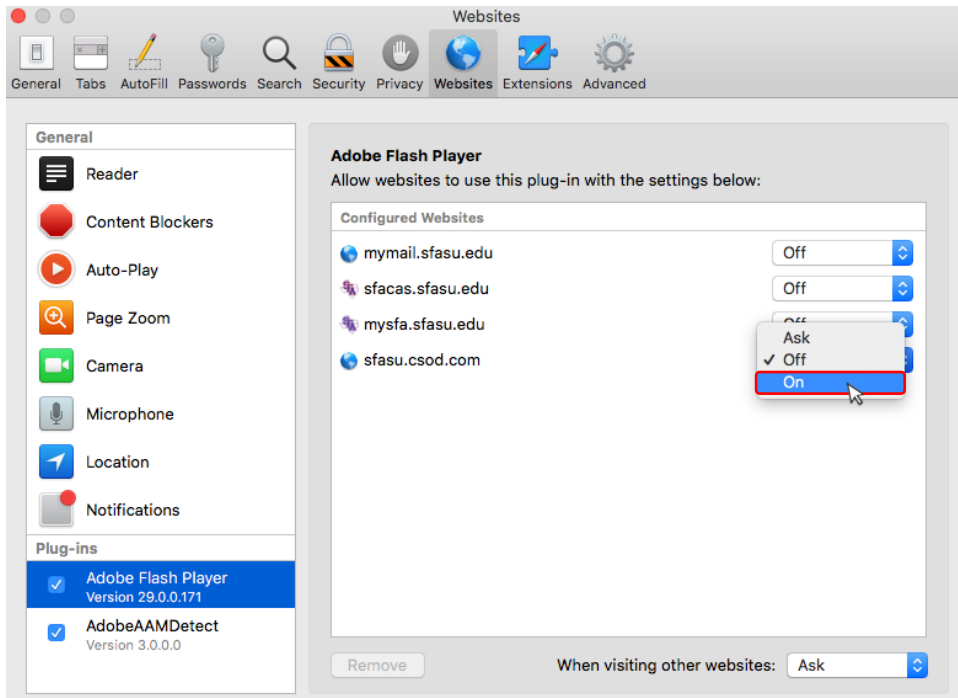


7. Under “Plug-ins” click to highlight (single click) “Adobe Flash Player”

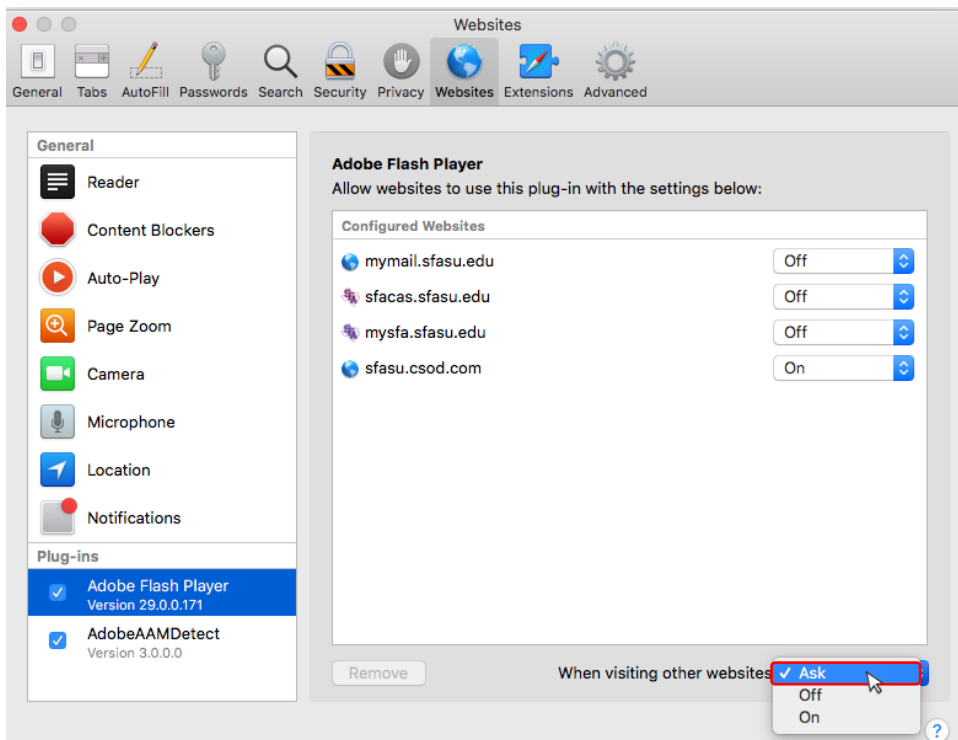


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8. Change the toggle to the right of “sfasu.csod.com” to “On”



9. Use the toggle to change “When visiting other websites” to “Ask”



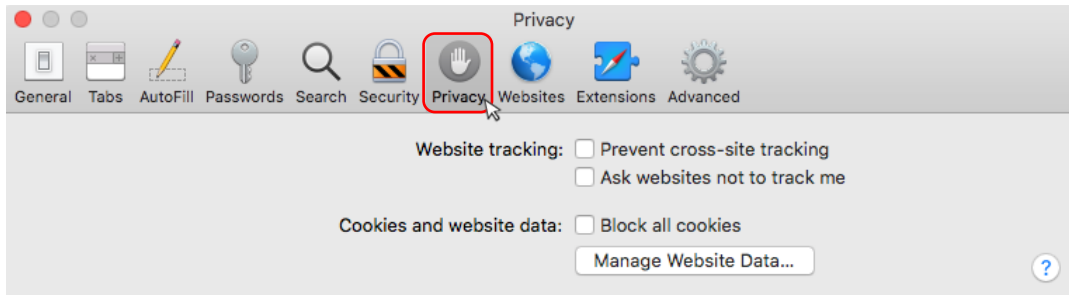
10. All done! Please close the Safari Preferences window and log-in to mySFA.



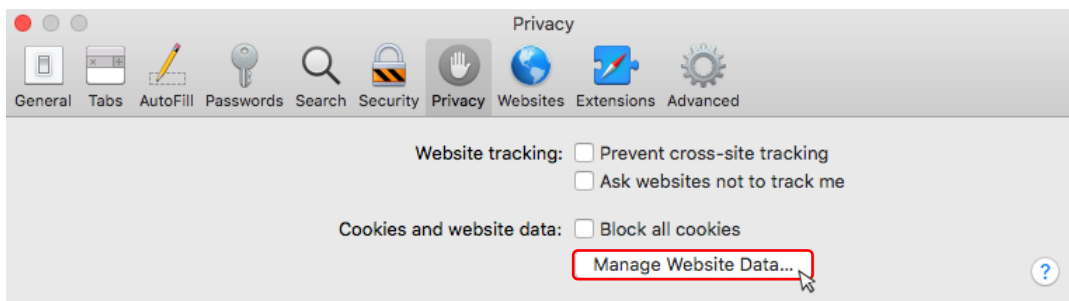
If you continue to experience log-in issues, please see steps 11-15.

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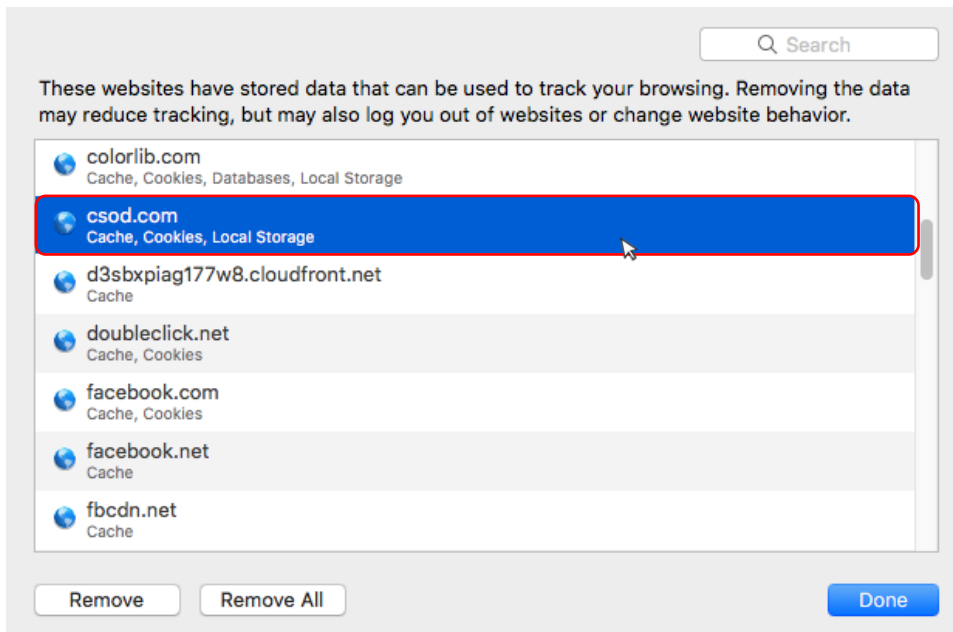
11. Reopen Safari Preferences ([see step #1](#)), and select “Privacy”



12. Under “Privacy”, click on “Manage Website Data...”



13. From the pop-up window, highlight (single click) the link labeled “csod.com”



14. Click “Remove”

15. Click “Done”

16. All done! Please close the Safari Preferences window and log-in to mySFA.