



THE MALAYSIAN  
INSURANCE INSTITUTE

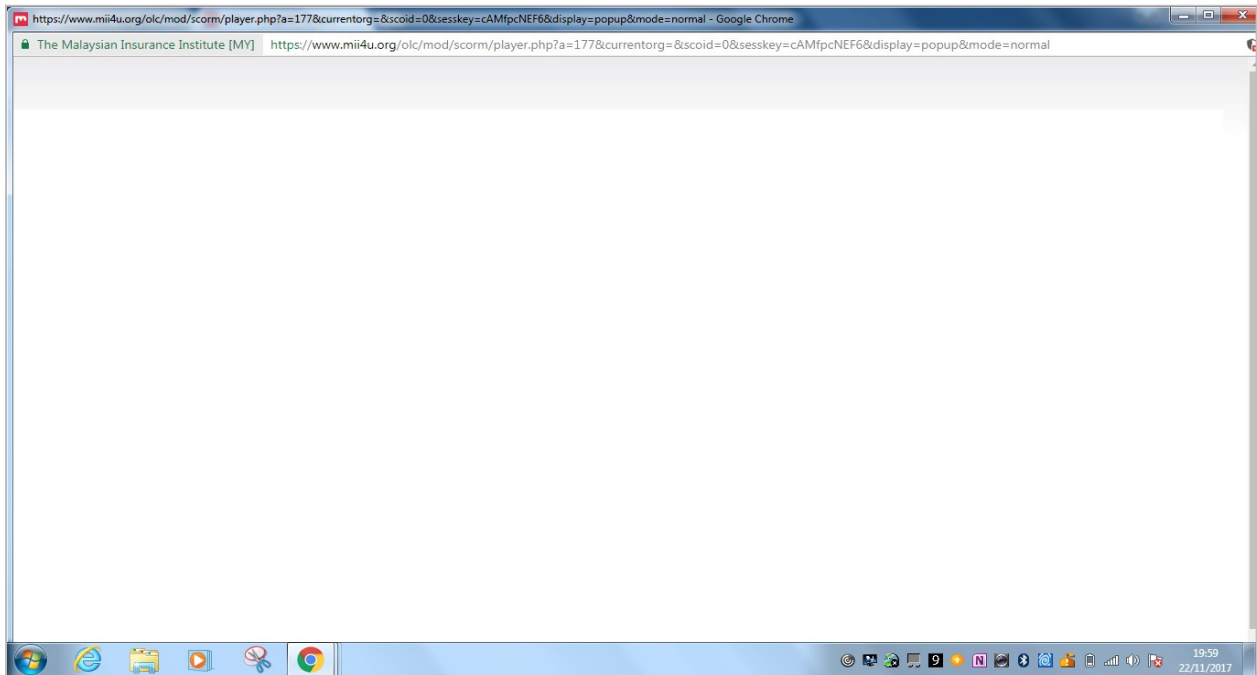
# MII e-Learning

## Troubleshooting Document

## Troubleshooting

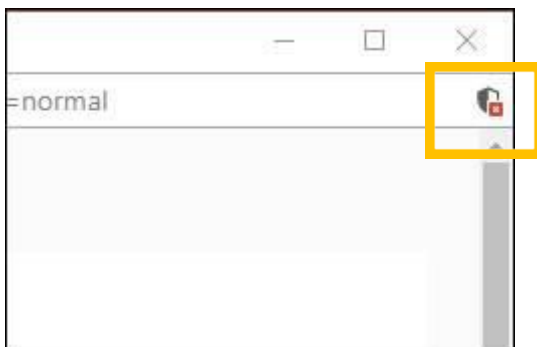
### I – COMMON PAGE ERROR

Below is an example of a common ‘page error’ that some users may encounter when launching the e-learning content. It is normally due the browser setting where you need to allow the content to be viewable.

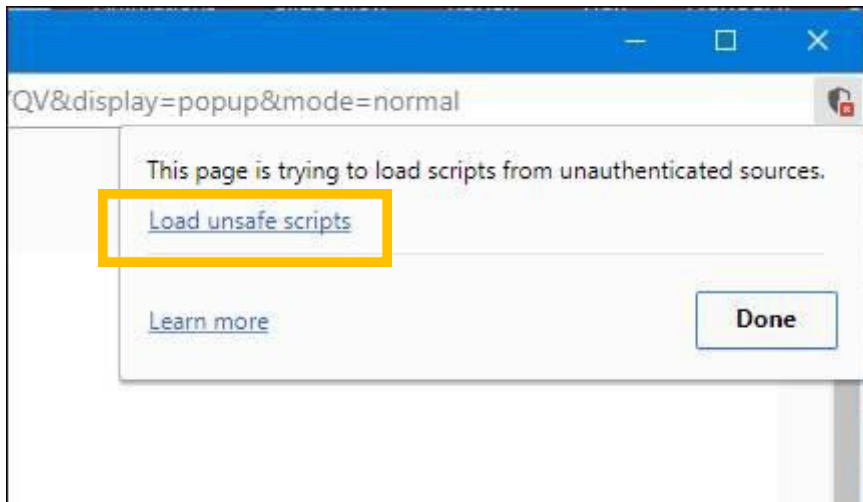


Kindly refer to the following **THREE (3) STEPS**, to ensure successful launching:

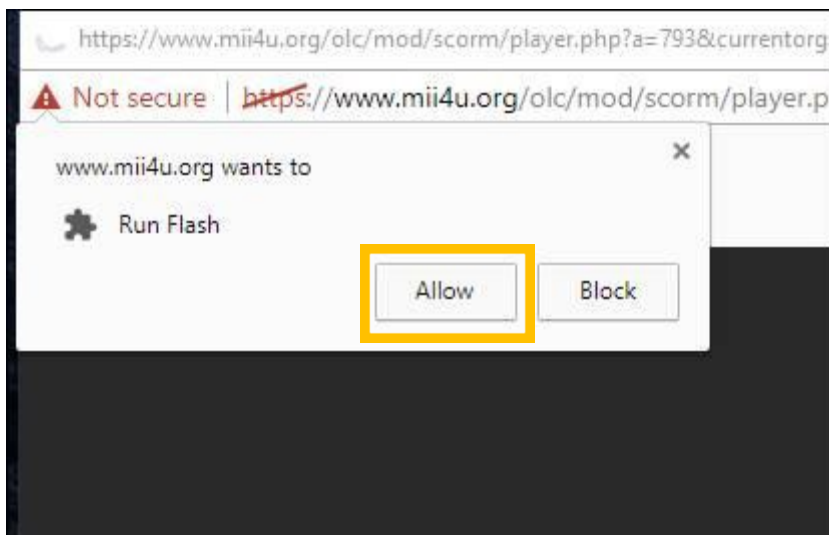
- 1) Left-click **<X>** icon on top-right corner of the browser:



- 2) Click **<Load unsafe scripts>**.



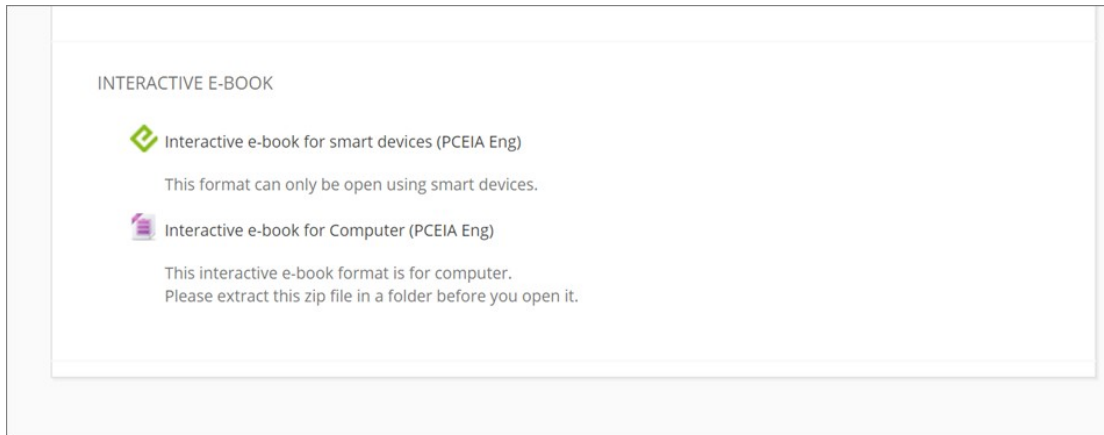
- 3) Then, click **<Allow>** button.



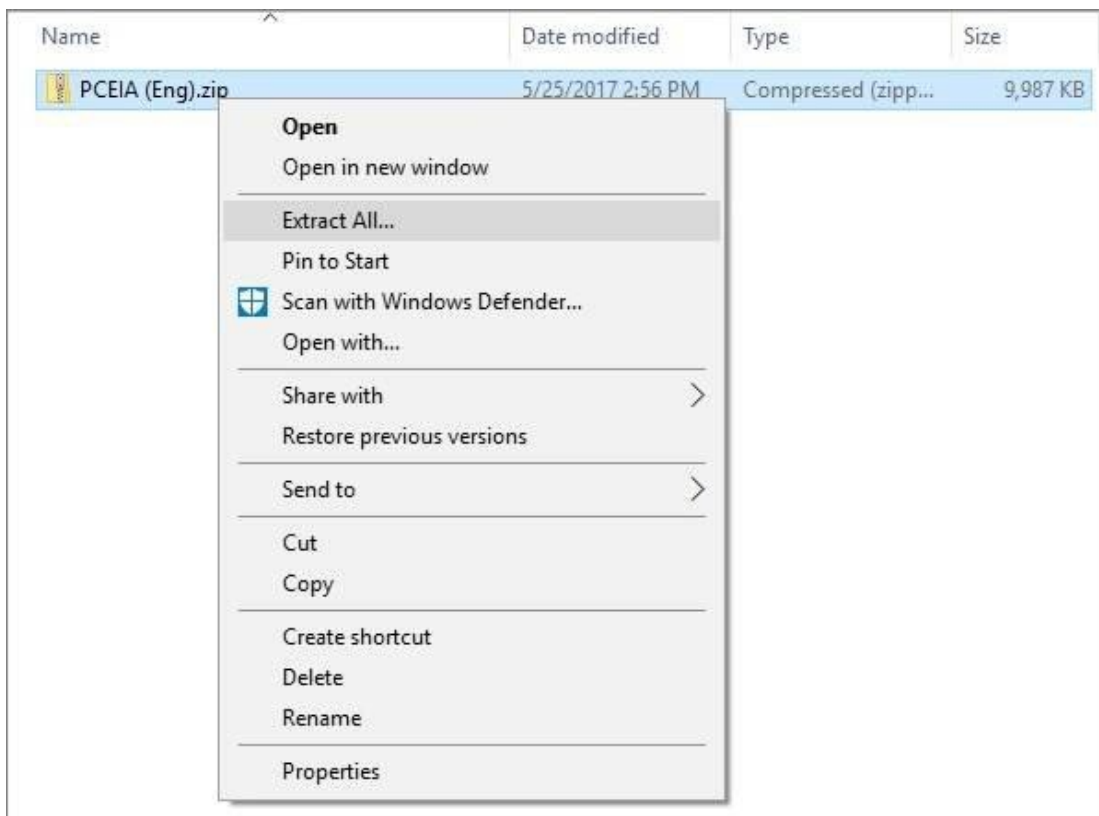
## II – HOW TO DOWNLOAD INTERACTIVE e-BOOK

To download the interactive e-book, follow the **FIVE** (5) steps below:

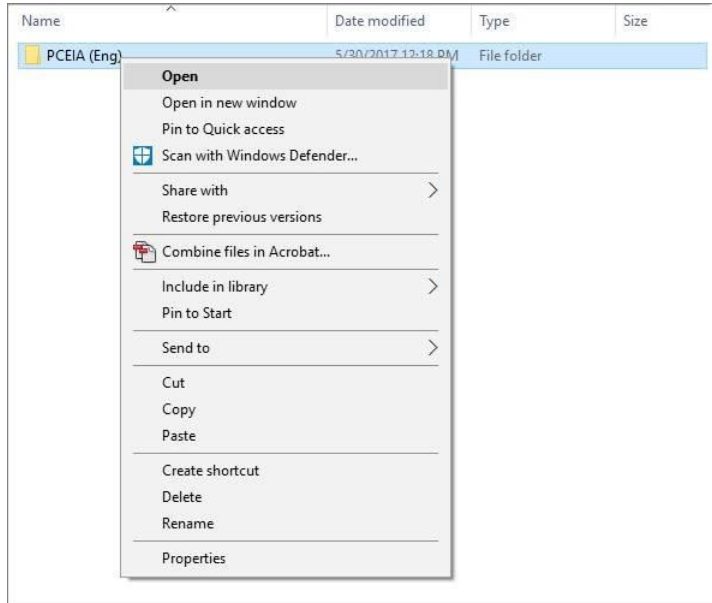
- 1) Download e-book file from the e-Learning module page. Choose either for smart devices or computer.



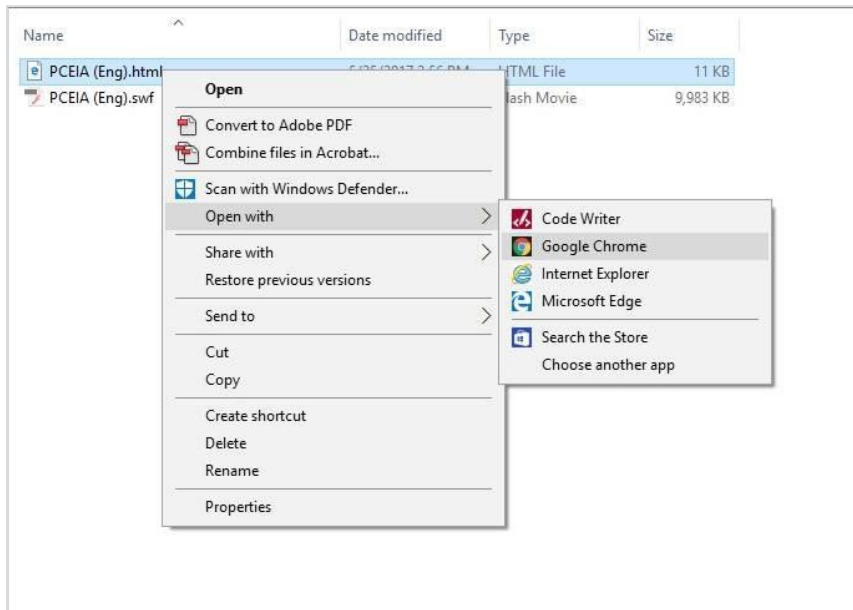
- 2) Once downloaded, “Righ-clicked” to extract that folder.



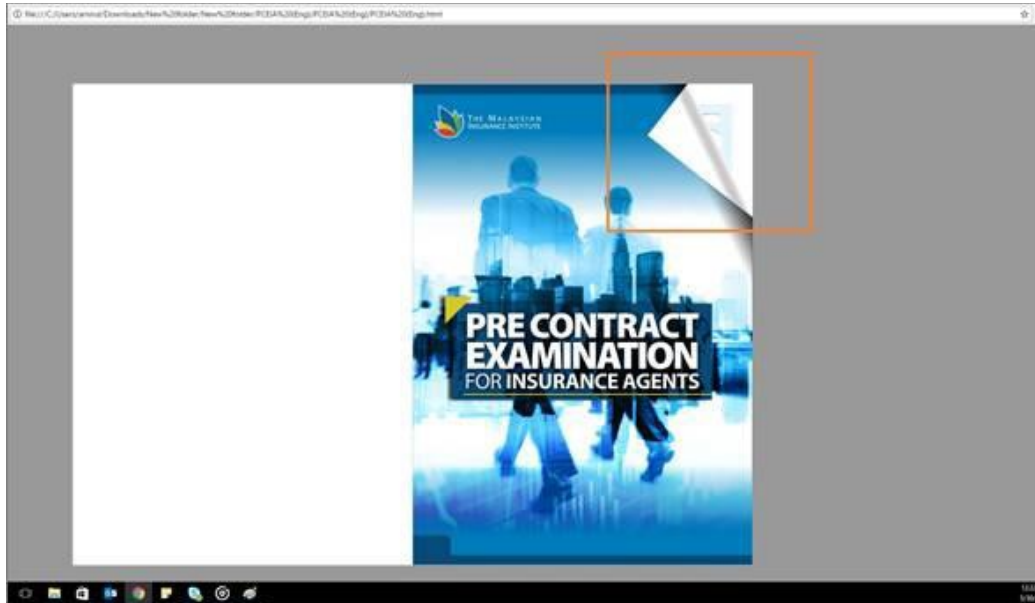
3) Then, open the extracted folder.



4) Next, open the e-Book file using Google Chrome.



- 5) Finally, move your cursor to top right of the main page to flip it.



**Important:**

Please note that on smart devices, you might need to open this file using iBooks (iOS) or Google Play Books (Android) respectively.

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If the problem persists, please contact our Customer Care.

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