

Centre for Financial Learning

Trouble Shooting Guide For



Possible Problems

1. Not able to view play button

2. Not able to view/hear the eLearn Program

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Problem 1 :
Not able to View/click on
'Play Button'

Solution:

Please refer the following slides for solving this problem



Step 1 : Enter your Login id and Password to login

[Home](#) [Products & Services](#) [Markets](#) [Do Your Research](#) [Open an Account](#) [Centre for Financial Learning](#) [Customer Service](#)

[Login](#)

Customer Login

login id

password

Date of Birth or PAN ?
DDMMYYYY

start in

- Education
- Equity-Trading
- Currency
- Customer Service
- Equity-Buy
- Equity-Sell
- F&O-Trading
- Home
- IPO
- Insurance
- Mutual Funds
- Modify Allocation
- Postal Savings
- Overseas Trading
- Portfolio
- Tax
- Loan
- NRI Acc Open
- Education
- FPS Online
- Fixed Income

Use virtual keyboard (*Recommended*) - know more

Virtual Keyboard(for entering password only)

x	c	q	m	t	n	y	c	p	5	0	6
s									7	3	2
a	z	i	h	k	w	g	b	t	8	9	4
j											
e	r	t	d	u	v	-					
3	7	-	!	@	#	%	&	*	0		
+											

Back Space Clear Caps Lock

[Logon to low bandwidth site \(ICICIdirect.com On The Move\) - what is this ?](#)

[Activate Your Account](#)

[Forgot Login ID / Password](#)

[Password Policy](#)

[Ready to open an Account?](#)

**SAFE
TRADING**

SAFE

- Never disclose your account-related details (Login or other sensitive information) in a pop-up window.
- Never update, store or save your ICICIdirect User ID & Password on third party websites.
- Verify the security certificate by clicking on the padlock icon of your internet browser.

Step 2: Visit the Centre for Financial Learning page – learning.icicidirect.com

India World Gainers Losers Delayed Site Quote Please enter compa Go

ICICI direct.com Investments on Your Fingertips

SENSEX 19,519.05 ↑ 17.97 NIFTY 5,902.35 ↑ 4.15 USDINR 54.30 ↑ 0.01

ICICI Securities Ltd.

Home Products & Services Markets Do Your Research Open an Account Centre for Financial Learning Customer Service Login

My Account Classroom Programmes eLearn Webetorials Contact us

Learn for Free

Classroom - Investor Knowledge Programme

- Choose nearest branch and register online

Online Tutorials

- Equities
- Options

Learn for Free

Now, make investment decisions confidently, choose from a wide range of learning programmes that suit your needs

Classroom Programmes

- Foundation Programme on Stock Investing
- Beginners Programme on Futures and Options
- Advanced Derivatives Trading Strategies
- + More Programmes

Webetorials

- Learn more about Webetorials

Current Programmes

- Stock Investing Simplified
- Options Trading for Beginners

New eLearn

- Know more about eLearn

Current Programmes

- Gateway to Stock Investing
 - View a FREE Demo
- Gateway to Futures and Options
 - View a FREE Demo
- Gateway to Stocks and Derivatives - COMBO
- Required Technical Specifications
- View Programmes
- Select Programme & Register

Want us to contact you

Professional Courses for Students

- Our Edge & Our Pedagogy

Partnership Programmes with Colleges

- Why should you associate with our expertise?

Step 3 : Click on 'My Account' in the Top Tab



My Registered Programmes

Active

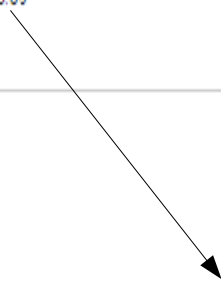
My Completed



Programme Name: Gateway to Stocks and Derivatives-COMBO

Learn anytime and anywhere to trade in stocks and equity derivatives. Gain a deep understanding of the basics and strate...

Fee(INR): 1549.00



Step 4 : Click on the programme you have registered for in the 'My Account' Section

My Tasks

No Pending Tasks

Poll

No polls available.

Surveys

No Survey available.

Course Details

Course Name	Gateway to Stock Investing
Course Code	GSI001
Course Description	Invest confidently. Learn investing in stocks anywhere, anytime with this course. Course is divided into 9 modules plus post assessment. Post registration course can be viewed any number of times for 60 days.
Prerequisites	NA
Course Type	Technical
Fee (INR)	949.00

				Modules	Registration	Discussions
Module Code	Module Name	Module Description	Module Type	Min Score	Your Score	Action
GSI001	Gateway to Stock Investing	Invest confidently. Learn investing in stocks anywhere, anytime with this course. Course is divided into 9 modules plus post assessment. Post registration course can be viewed any number of times under the subscription period.	Learning	0	0	Play

[Back](#)

Step 5 : Click on the play Button on the Course Details page



Problem 2 : Not Able To View/Hear The e-Learn Program

Solution:
Please refer the following slides for
solving this problem

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Possible Reasons for not being able to see the programme are:-

- 1 Latest internet Browsers not installed
- 2 Adobe Flash Player 9.0 or above not installed
- 3 Browser Issues related to pop-up blocker & cookies

To view the e-Learn Program, you require these basic technical specifications

Operating Systems	Windows® XP/Vista/7.0
Browser	Microsoft® Internet Explorer 8.0 or above, Firefox 2.0 or above, Google chrome
Screen Resolution (minimum)	1024x768
Colour Depth	High Colour (16 bit)
Plug-ins	Adobe Flash Player 9.0 or above
Browser Features	Cookies enabled, javascript enabled, font settings to be adjusted to arial 12 on the browser

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1

Process to install the latest internet Browsers

Go to the following links & download the updated browser as per your requirement:

Internet explorer:

<http://windows.microsoft.com/en-IN/internet-explorer/download-ie>

Google Chrome:

<https://www.google.com/intl/en/chrome/browser/>

Firefox:

<http://www.mozilla.org/en-US/firefox/new/>

2

Process to install the Adobe Flash Player 9.0
or above

Go to the following link & download:

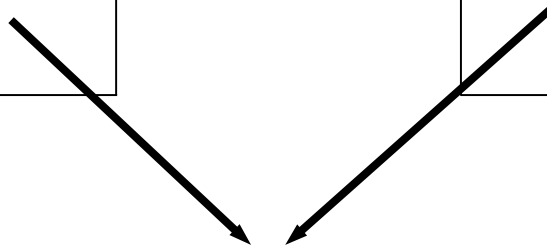
<http://www.adobe.com/support/flashplayer/downloads.html>

3

Process to solve Browser Issues related to pop-up blocker & cookies

1) Allow pop-ups in the browser

2) Enable third-party cookies



These problems could be faced on the following Browsers:

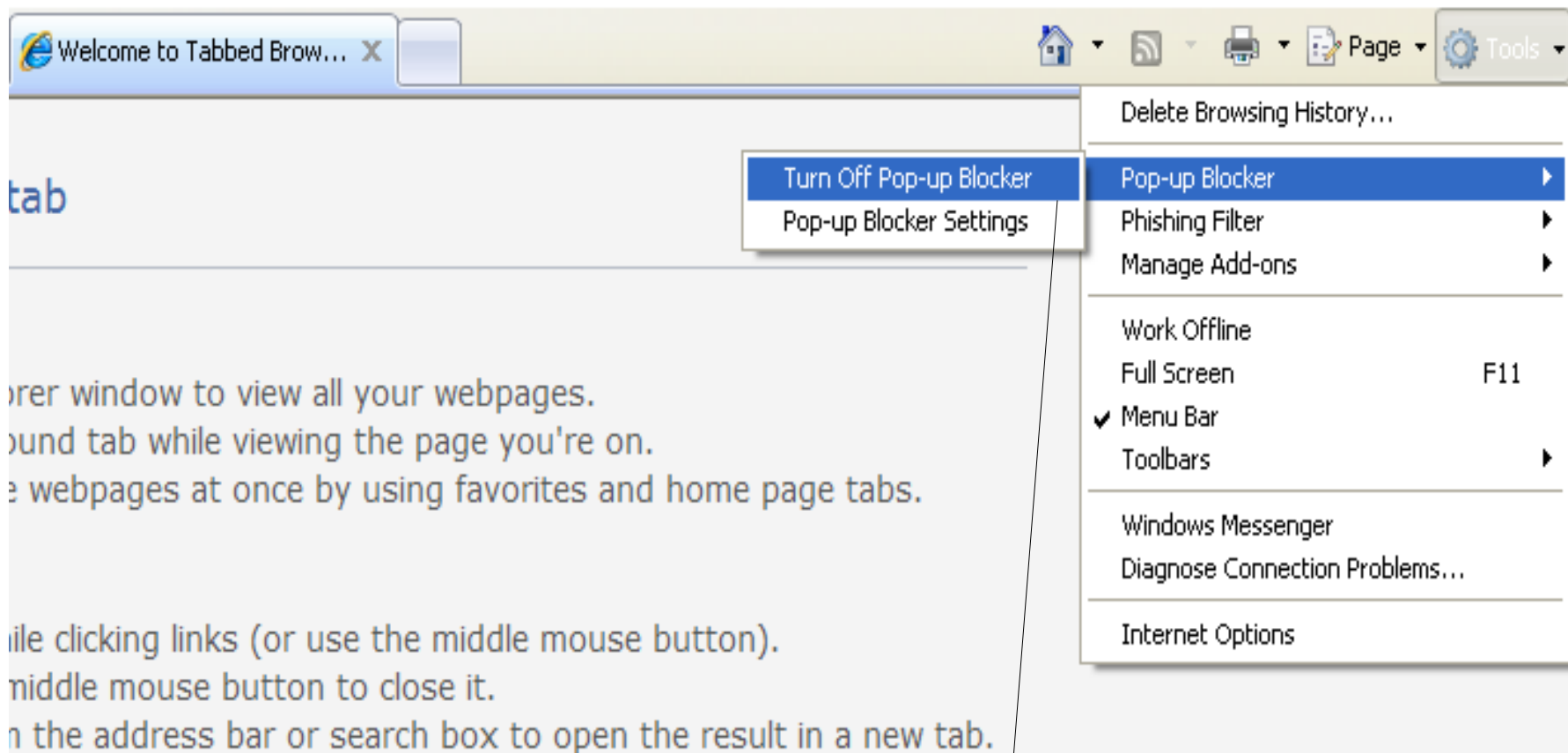
- a. Internet Explorer
- b. Google Chrome
- c. Firefox

A. INTERNET EXPLORER : Process to solve browser Issues

1) Pop-up blocker in the browser should be turned off

▪ To turn off blocker follow the Steps given in the following slides

STEP 1: Open Internet Explorer and then click Tools button



STEP 2: Click Turn off Pop-up Blocker

A. INTERNET EXPLORER : Process to solve browser Issues

Contd....

2) Now, you also need to Enable third-party cookies

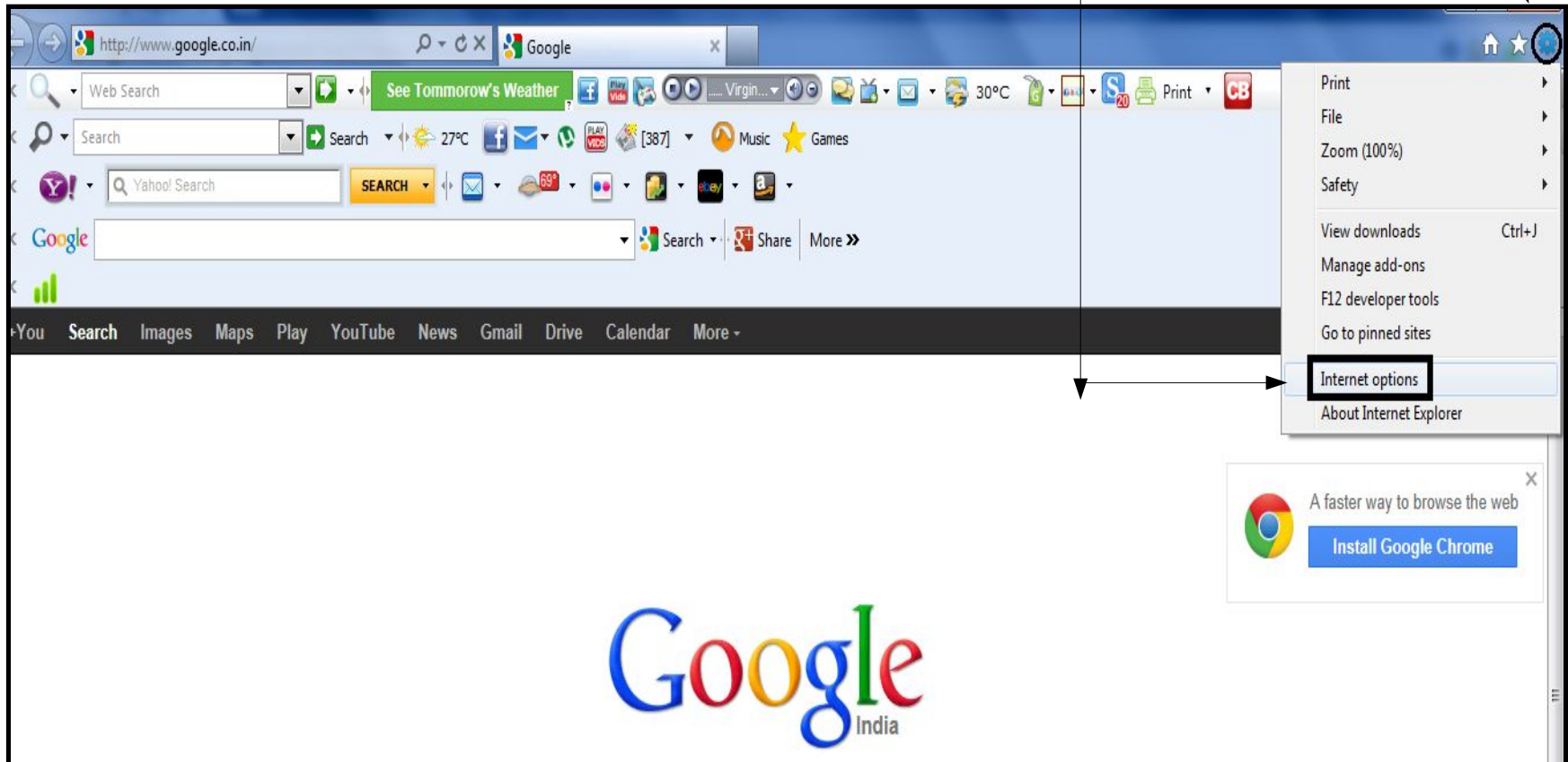
Please follow the steps given in the following slides

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STEP 1:
Click Tools

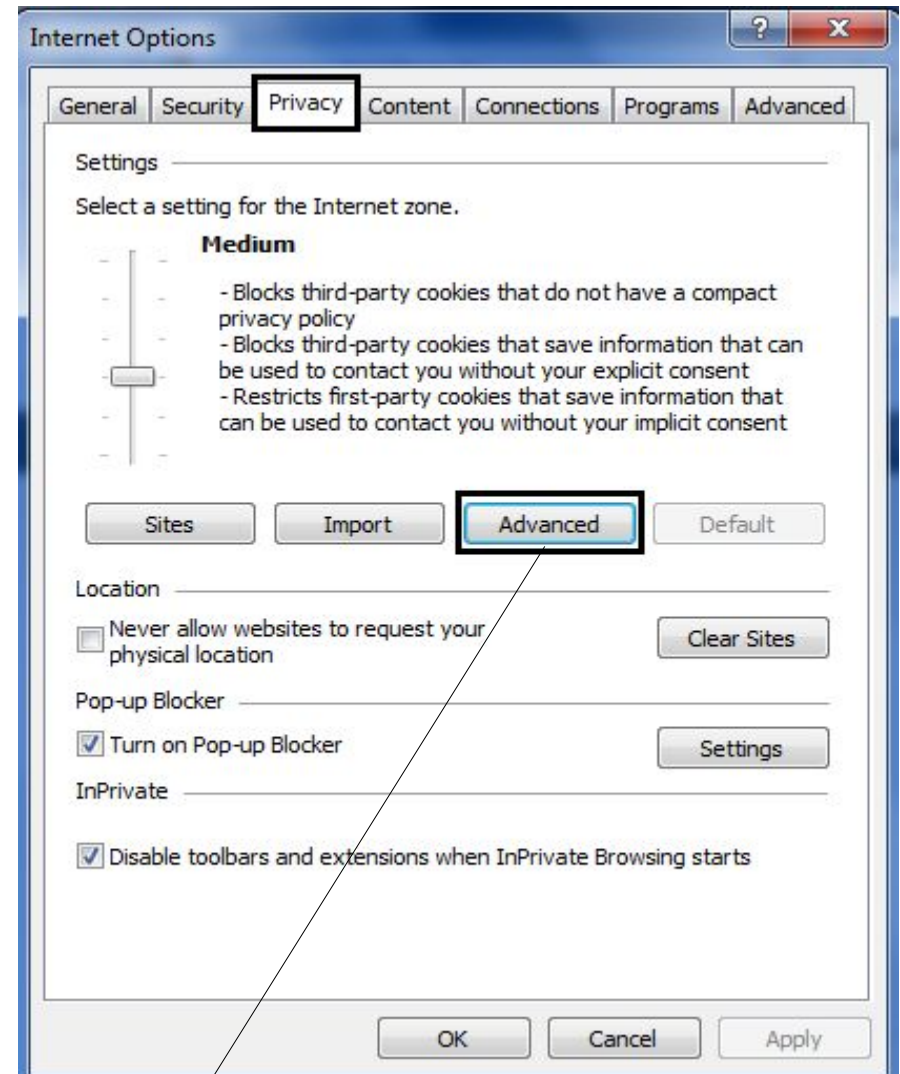
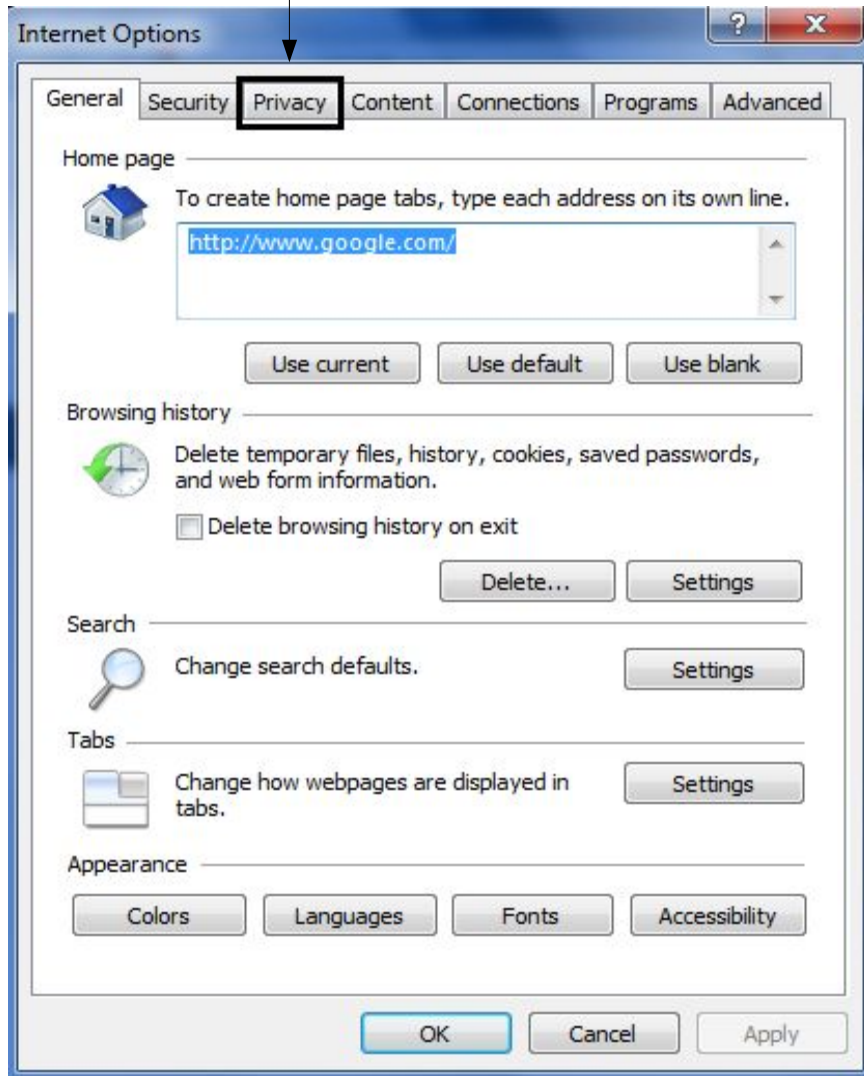
STEP 2: Select
Internet Options



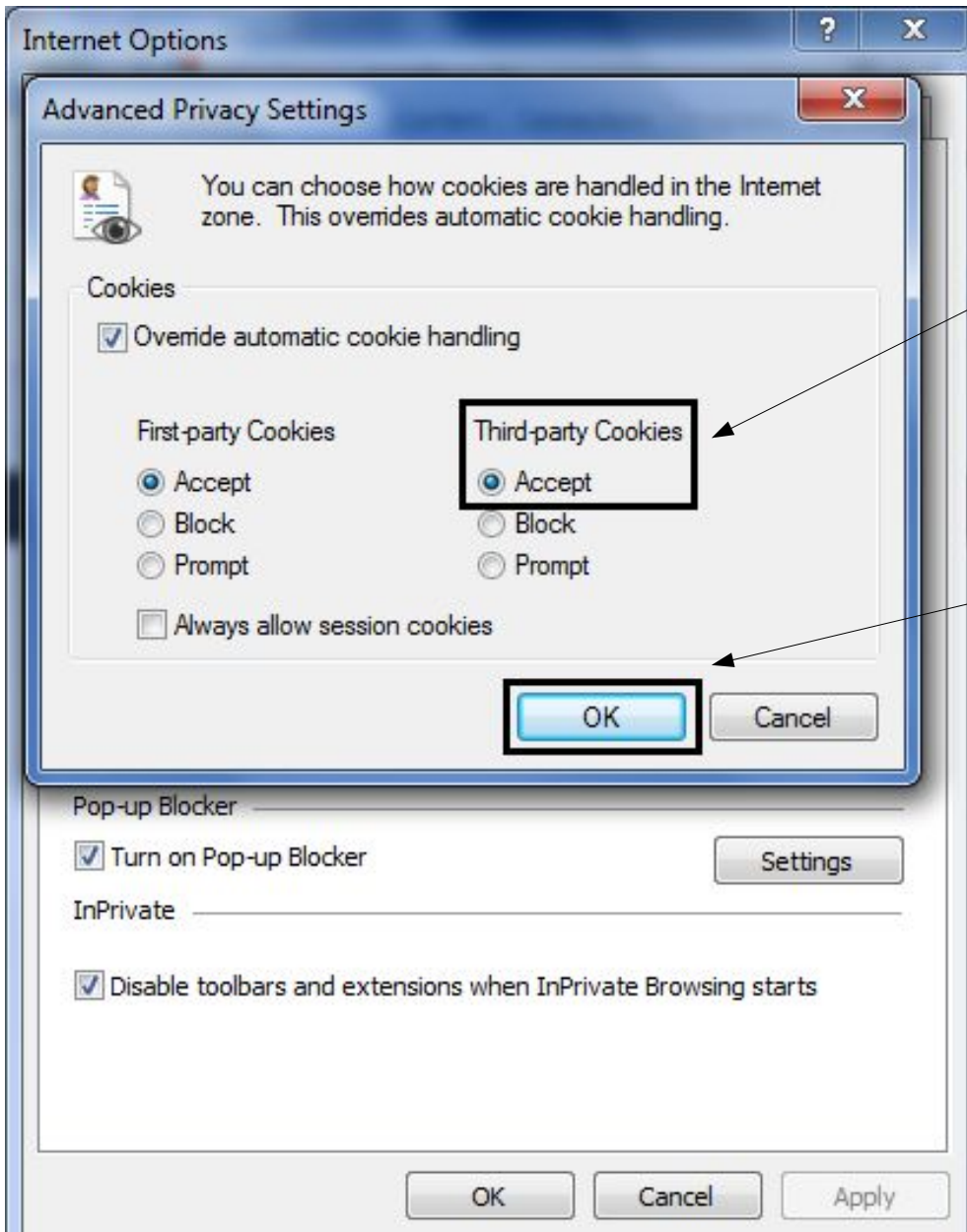
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STEP 3: Select Privacy Tab



STEP 4: Click Advanced



STEP 5: Verify you accept Third-party Cookies

STEP 6: Click OK

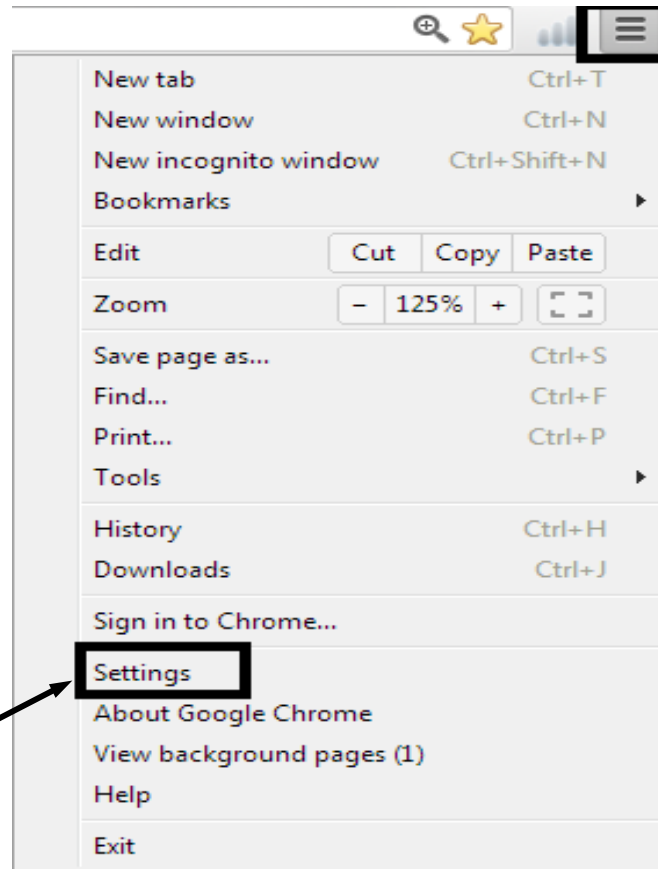
STEP 7: Close your browser and open a new session in order for your new settings to take effect

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B. GOOGLE CHROME : Process to solve browser Issues

1) To turn pop-up blocker off you will need to Click on Chrome



STEP 1: Click the **customize & control Google chrome** button

STEP 2: Click the **Settings** button

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Chrome

History

Extensions

Settings

Help

Settings

Continue where I left off

Open a specific page or set of pages. [Set pages](#)

Appearance

Get themes

Reset to default theme

Show Home button

Always show the bookmarks bar

Search

Set which search engine is used when searching from the [omnibox](#).

Google

Manage search engines...

Enable Instant for faster searching (omnibox input may be [logged](#))

Users

You are currently the only Google Chrome user.

Add new user

Delete this user

Import bookmarks and settings...

Default browser

Make Google Chrome my default browser

Google Chrome is not currently your default browser.

[Show advanced settings...](#)

STEP 3: Click Show advanced settings button

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STEP 4: Click Content settings button

Chrome

Settings

Search se

History

Privacy

Extensions

Content settings...

Clear browsing data...

Settings

Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

Pop-ups

Allow all sites to show pop-ups

Do not allow any site to show pop-ups (recommended)

Manage exceptions...

STEP 5: Click allow all sites to show pop-ups

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B. GOOGLE CHROME : Process to solve browser issues contd.

2) Enable third-party cookies

All cookies are allowed by default

▪ To check or change your settings: Repeat steps 1,2,3 & 4 (same as done to turn pop-up blocker off)

Content settings

Cookies

- Allow local data to be set (recommended)
- Keep local data only until I quit my browser
- Block sites from setting any data
- Block third-party cookies and site data

Manage exceptions...

All cookies and site data...

STEP 5: Click allow local data to be set

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C. Firefox : Process to solve browser issues

1). To turn off Pop-up blocker



STEP 1: Click on the Tools button

Firefox Start



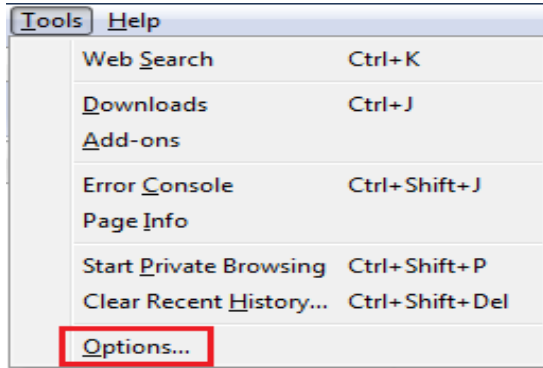
Google™

Google Search

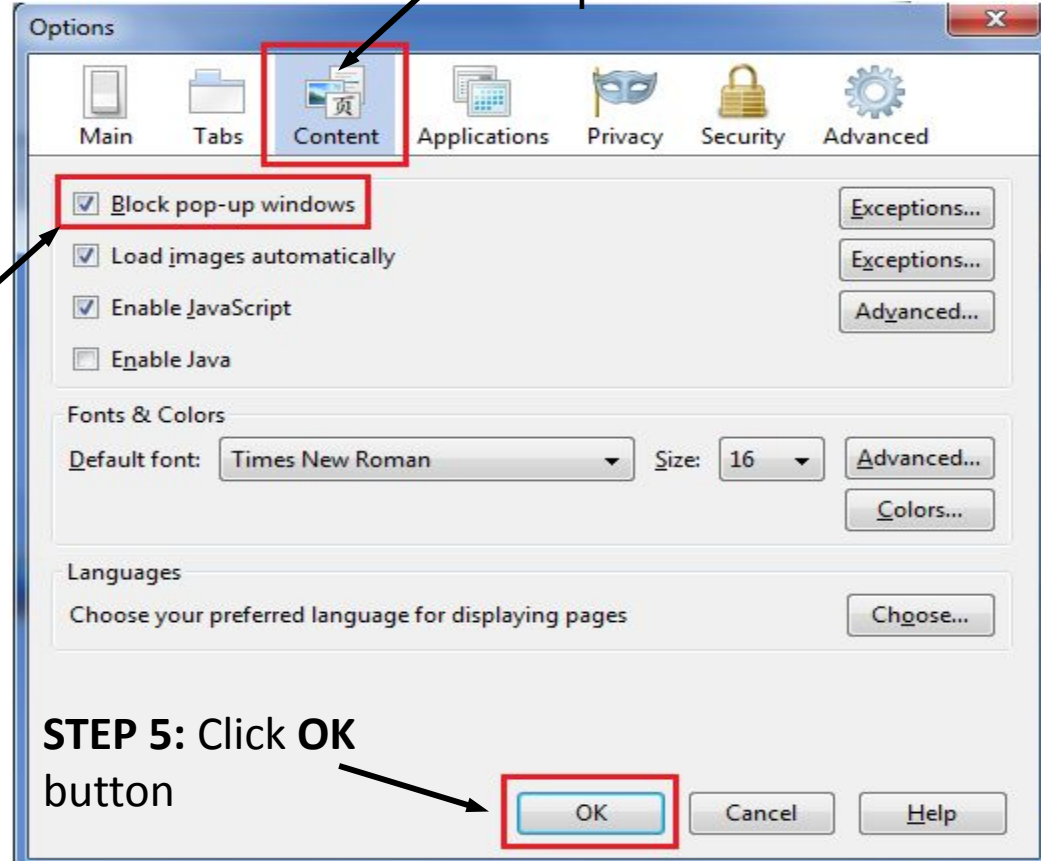
[Advanced search](#)
[Preferences](#)

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STEP 3: Click the **Content** icon at the top of the Options window



STEP 2: Click on **Options**

STEP 4: Uncheck the box beside "Block pop-up windows"

STEP 5: Click **OK** button

C. Firefox : Process to solve browser issues

2) Enable third-party cookies

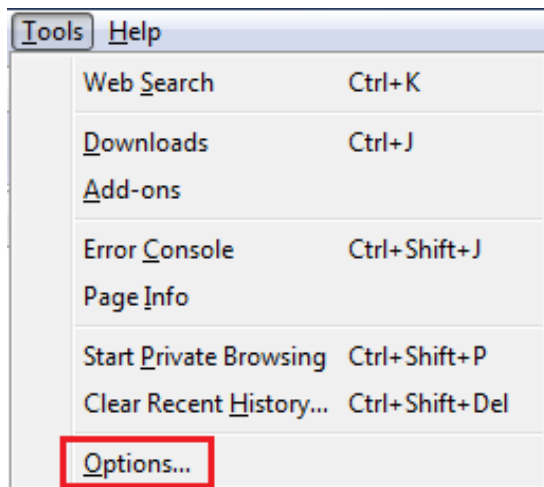


STEP 1: Click the Tools button



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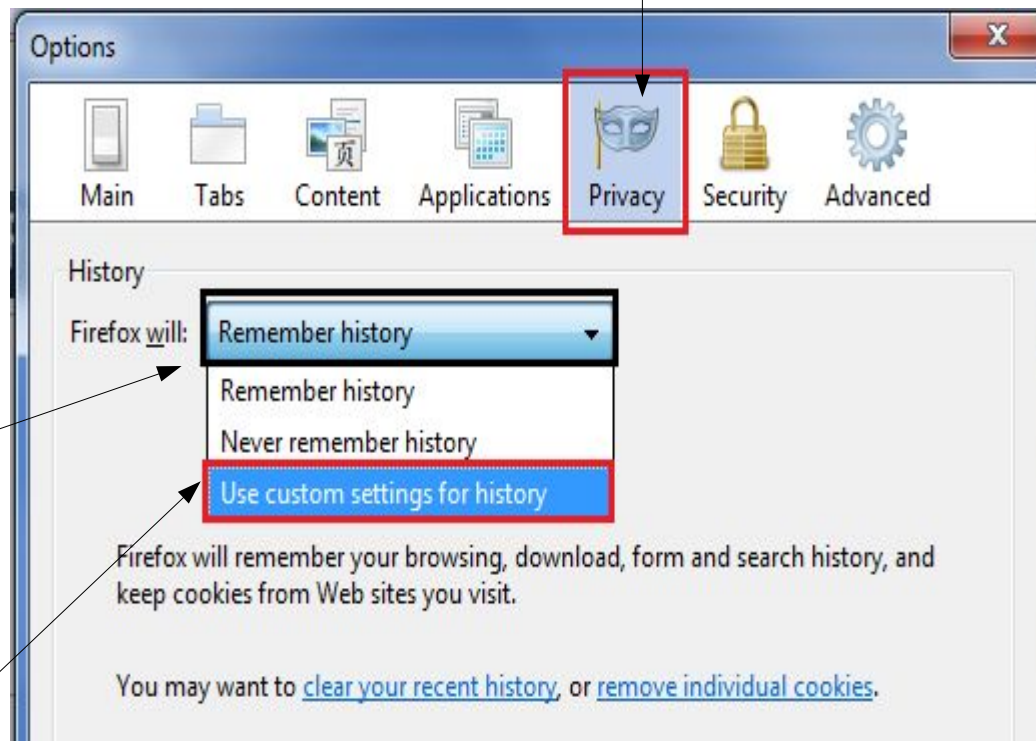


STEP 2: Click on **Options**

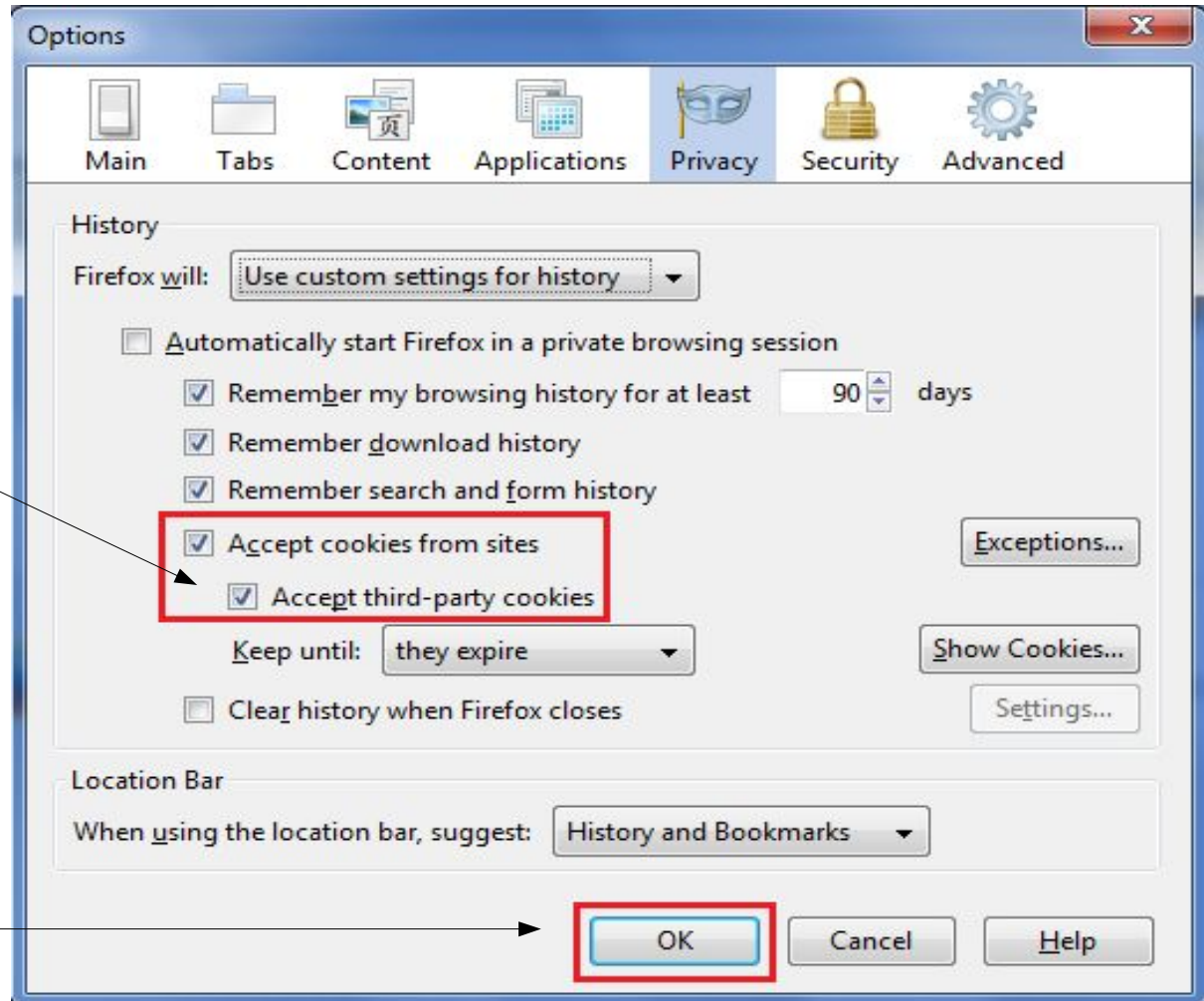
STEP 4: Click on Remember history icon

STEP 5: Select **Use custom settings for history** icon

STEP 3: Click the **Privacy** icon at the top of the Options window



STEP 5: Check mark Accept cookies from sites™ to enable Cookies



STEP 6: Click OK to close the Options



For any other queries please get in touch
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