Completion issues can sometimes be attributed to time outs, which often occurs if you spend too much time of inactivity on a slide. This can lead to your organization's firewall popping up, severing the connection with our server. It allows you to finish your attempt and can sometimes display a score at the end as if nothing happened; however, because a completion time isn’t being recorded the course cannot "complete" and move out of the In Progress status. To help prevent timeouts from occurring:

* Close out of the course if you ever need to step away from your desk. Re-launching the course will ask you to pick up where you last left off as long as you’re not in the middle of the test portion.
* Avoid multitasking on your computer.
* Try to complete training during business hours. Sometimes, BAI’s servers may go down outside of business hours to perform routine maintenance which can cause issues if you are in the middle of a course while that occurs.

If you timeout, the issue will persist with every future attempt you make until you contact a Training Administrator to either reset your attempts or mark you successful. If you received a score at the end of the course when taking, please take a screenshot and send to your training administrator to manually mark you successful. Otherwise, your Training Administrator will need to reset your attempt which moves that course for you out of the In Progress status back to New. You may then skip back to the test portion via the menu, and retake the test.