

Mobile Access Issue

Name	Number	Last Updated
Mobile Access Issue	001	03/10/2021

Process Overview

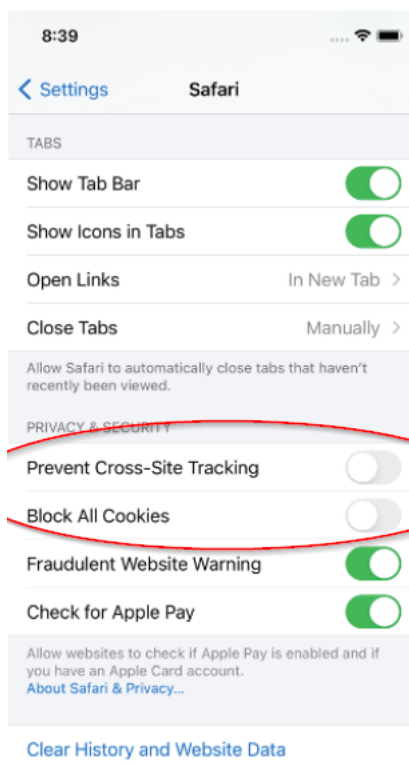
As of the launch of VS 2.0, gsLearn is not accessible on a mobile device. This is a GSUSA (not Litmos) issue caused by a platform that validates user credentials behind the scenes. This platform relies on cookies set in the users' browsers. These cookies are recognized by browsers as "third-party cookies" which the browser may be configured to block. In some browsers, such as Safari, third-party cookies from unvisited sites are blocked by default.

This block is what is causing gsLearn to be inaccessible on a mobile device. As a temporary workaround, the following steps alter the security settings on a Learner's browser on their mobile device and allows access to gsLearn.

Guide

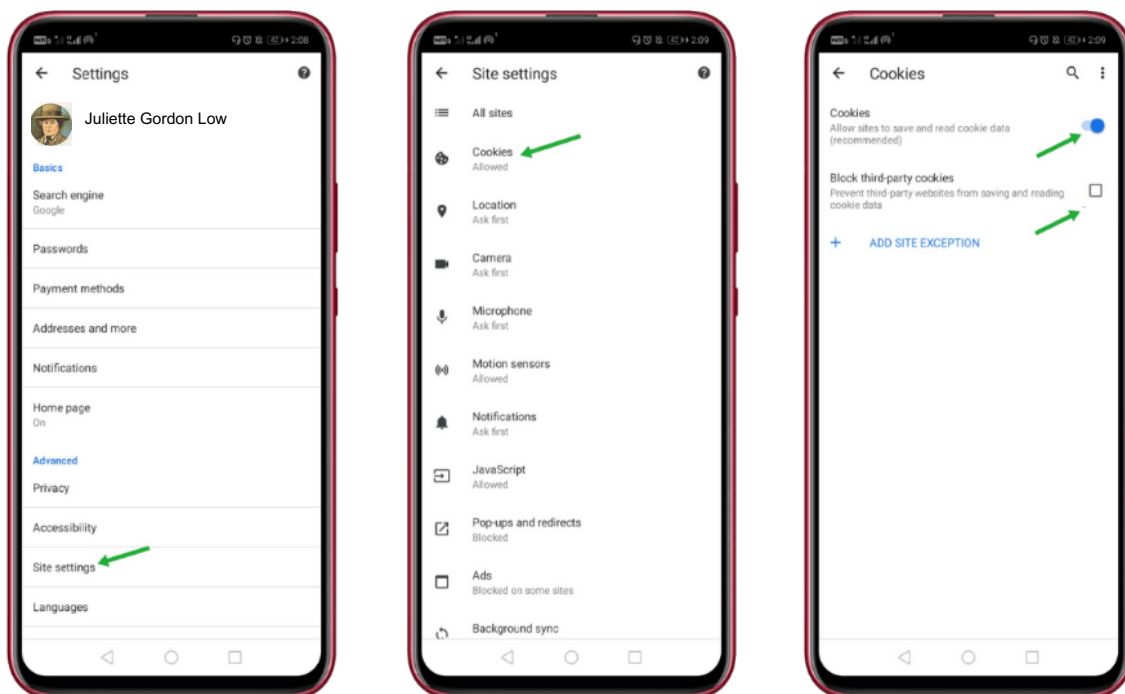
Apple iPhone and iPad - Safari

1. Go to Settings
2. Scroll down and click on Safari
3. Disable 'Prevent Cross Site Tracking'
4. Disable 'Block All Cookies'



Android Mobile Phone and Tablet - Chrome

1. On your Android phone or tablet, open the Chrome app
2. To the right of the address bar, click 'More'
3. Click 'Settings'
4. Click 'Site Settings'
5. Click 'Cookies'
6. Click the toggle switch to off
7. Uncheck Block third-party cookies



Other Devices and Browser Apps

For instructions to disable cookies and blocking third-party cookies, check the support website of the browser for the browser and device settings.