



Sole Practitioners: Tips for Completing eLearning Module

Should you experience any difficulties viewing the eLearning module designed for physicians who have been approved to access ClinicalConnect as a Sole Practitioner”

1. **Disable any pop-up blockers** that may be active on your internet browser. [Click here](#) for information on how to disable pop-up blockers if needed.
2. **Clear your cache on your internet browser.** See links below to assist, based on the browser you're using:

Safari 8.0 - 10.0 (Mac): <https://kb.wisc.edu/page.php?id=45060>

FireFox Mozilla: <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>

Google Chrome: <https://support.google.com/accounts/answer/32050?hl=en>

Internet Explorer 11: <http://refreshyourcache.com/en/internet-explorer-11/>

Internet Explorer 10: <http://refreshyourcache.com/en/internet-explorer-10/>

Internet Explorer 9: <http://refreshyourcache.com/en/internet-explorer-9/>

While the above steps normally resolve any issues, should you require assistance, please email access@clinicalconnect.ca or call 905-577-8269 ext. 7 and we will be happy to assist.