

GLOBAL ABO: LEARNING SHOWCASE TROUBLESHOOTING



NOTE: ALL LGS content links now go to https://globalabolearning. amwayuniversity.com. All LGS sales courses on the HR LMS have been deactivated and will cause an error.



TRAINING ACTIVITY

Signing into OKTA SSO (Single Sign On)

Unless you are signed on to Okta SSO (Single Sign On), links to a specific category or course page may not work.

- 1. Go to the main page on the Showcase: https://globalabolearning. amwayuniversity.com If prompted, sign in using your native ID or network credentials and password.
- 2. You should be able to link to the category or course you would like to view.
- 3. If that doesn't work, see instructions below to manually install the app.

Manual App Installation instructions

Okta allows you to use your native ID and password to sign onto Amway systems with one log in. All employees should have the Global ABO Learning Showcase-PD App installed on their machine. Contractors, may need to add the app.

- 1. Go to https://amway.okta.com and ensure that the Global ABO Learning Showcase-PD App is installed.
- 2. If the app isn't installed, then go to the upper right-hand corner and select + Add Apps.
- 3. Search for the Global ABO Learning Showcase, install app.
- 4. Return to the top of the screen, enter the link: https://globalabolearning.amwayuniversity.com



Where can I find Amway ABO and Employee Training?





When sharing a link to a specific learning solution, use the Share button.

NOTE: It's best practice to supplement a link to affiliates with it's navigation path. i.e. Category > Category

When sending a link to the Global ABO Learning Solution Showcase home page, use https://globalabolearning.amwayuniversity.com.

Disabling Pop Ups

If the course doesn't launch in a new window and this is your first time in the Showcase, popup blockers may need to be disabled. If this is the case, you will be prompted. These are the steps to disable pop ups:

🕤 Chrome

- 1. A second way is to select the small browser icon.
- 2. Then select the option "Always Allow pop-ups from https://globalabolearning.amwayuniversity.com"

Internet Explorer

- 1. Select the gear in the upper right-hand corner.
- 2. Select "Internet Options".
- 3. When the window opens, select the "Privacy" tab at the top.
- 4. Under Pop-up Blocker, uncheck turn on "Pop-up Blocker".

Clearing Your Cache/Browser History on a Computer

Occasionally you may have trouble viewing a learning solution on the Showcase site. If this occurs, try clearing your cache.

To clear your cache on your computer:

🕤 Chrome

- 1. Select the 3 vertical dots in the upper right-hand corner.
- 2. In the 1st drop-down menu, go to "History". In the 2nd drop-down select "History".
- 3. In the menu on the left hand, at the bottom, select "Clear browsing data".
- 4. When the window pops up, in the upper right, select the "Advanced" tab.
- 5. Ensure that the check box for Passwords is unchecked.
- 6. Select the button "CLEAR DATA".

Internet Explorer

- 1. Select the gear in the upper right-hand corner.
- 2. Then select "Internet Options".
- 3. When the window opens look for Browsing History near the bottom. Select the "Delete..." button.
- 4. In the window that pops up, check all boxes EXCEPT Passwords, then select the "Delete" button.



