
System Specifications and Supported Web Browsers

Please see the [System Specifications page on our website](#). Viewing content on most computers, smart phones and tablets is supported. Scroll down to the **Viewing SoftChalk Create Content** area.

When you view your SoftChalk lesson, you will see it within a web browser. If you experience issues, please see the section [Troubleshooting](#).

Troubleshooting

Issue	Solution
<p>General/undefined issue</p>	<p><i>If you have issues in one browser, please try another web browser.</i></p> <p><i>You can also try clearing your cache.</i> The following article can explain how to clear your web browsers cache, cookies, and history: Clear your web browser cache, cookies and history</p>
<p>The maximum number of attempts has been reached.</p> <div data-bbox="266 1150 815 1360" style="border: 1px solid blue; padding: 10px;"><p>Completed</p><p>The maximum number of attempts has been reached.</p><p>Feedback and Previous Attempts</p></div>	<p>Your assignment may have a limit to the number of times you can access and complete an attempt.</p> <p>An attempt starts when you open the assignment and click the Continue button in the popup message.</p> <p>An attempt is completed when you click the Finish button at the bottom of the last page.</p> <p>After starting an attempt, you can close your web browser at any time and return later to Resume your attempt.</p>
<p>Browser settings prevent access.</p> <div data-bbox="266 1583 815 1738" style="border: 1px solid blue; padding: 10px;"><p>Because of your web browser settings, this SoftChalk lesson could not connect to the SoftChalk ScoreCenter to record your scores.</p><p>Please use a different web browser or make changes to your current web browser to allow cookies from https://softchalkcloud.com.</p><p>For details, please see our instructions.</p></div>	<p>Your web browser needs to allow cookies from https://softchalkcloud.com site.</p> <p>Enable cookies in your current web browser using the directions found in My Lesson is not connecting to ScoreCenter. What should I do?</p>

Finish Buttons - Not Appearing or Working Properly or your Score is Not Submitting Properly

This is a ScoreCenter or SCORM lesson that should have a Finish button to submit scores.

- There is no Finish button on the last page of the lesson
- A disabled Finish button (i.e., "grayed out" button) appears at the end of lesson
- There is a Finish button on the last page of your lesson, but you click on the Finish button, and nothing happens.
- There is a Finish button on the last page of your lesson, but you click the Finish button, and you get a message: *Error submitting to ScoreCenter.*

1. **See the previous page – Trouble connecting to ScoreCenter lessons.**
2. **If you have a SoftChalk Cloud account, make sure you are logged out. (If you close your browser, you are NOT logged out automatically.)** Go to <https://softchalkcloud.com> and click **Logout** in the upper right corner. (If you see the word Login in the upper right corner, then you are logged out.)
3. **Your web browser pop-up blocker may be blocking the content.**

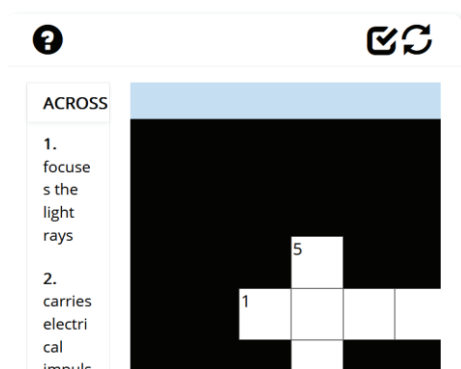
To Allow Content from Your Blackboard server (or other LMS server):

In **Firefox**, select **Tools/Options/Content** and beside the Block pop-up windows, click the **Exceptions** button. Enter the web address for your learning management system (for example Blackboard) and click **Allow**. Click **Close**. Click **OK**. Close your browser and re-open your browser.

4. Be sure you are a supported browser (see the [System Specifications page on our website](#)).
5. If you have gone through the above checklist, you may need to **uninstall and do a "clean" install of your web browser** or try a different web browser. (When doing the "clean install," do not include add-ons or other items.) You can do a Google search on how to uninstall programs on your computer. Then do a search for your browser installer such as "Firefox Installer."

Part of my **activity looks cut off** (see an example below of a crossword)

Crossword Activity



- Rotate your device.
- Reset the zoom feature on your browser
- Look for scrollbars:



<p>Scoring Issue</p>	<p>Make sure you:</p> <ul style="list-style-type: none"> • Received the Connection message. See the section Connection message. • Click the Check Answer buttons. See the sections Check Answer/Check Answers Buttons and Quiz Group – Questions Displayed One at a Time. • Complete all your activities. See the sections Finish Button for Activities and Complete Your Activities. <p>If you think you have an inconsistent score, please contact your instructor with the following info:</p> <ul style="list-style-type: none"> • Detailed description of any actions taken • Lesson hyperlink • Screenshot of issue/error/score
<p>Email Score or Print Certificate Does not work</p>	<p>If you get a security warning screen, click No.</p>

If you have difficulty after reading this guide, please contact the course instructor or technical team at your institution. Administrators can contact SoftChalk to help troubleshoot.

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