



# November 5, 2024 Election Day Clerk Training Frequently Asked Questions

## Tips for completing your training:

- This training works best on a computer or laptop, but can also be completed on a tablet or smart phone.
- The training must be done in one sitting and progress cannot be saved. Do not refresh or exit the page, or you will lose your progress.
- Make sure you provide your legal first and last name when completing your Certificate of Completion.

**Q: I am not able to move on to the next section of training. The bottom of the page has a box that says, "Complete the content above before moving on."**

**A:** The training software requires you to interact with everything in the section in order to move on. Scroll to the top of the page and make sure you have answered every question, watched every video, and completed every activity.

**Q: A video is freezing or won't play.**

**A:** Try using a different internet browser. For example, if you are using Microsoft Edge, try opening the training in Google Chrome or Firefox instead (or vice versa). Several people have reported problems using Google Chrome on Mac computers, so keep that in mind if you are using a Mac. If it is still not working, check to make sure your internet is connected.

**Q: I opened up an attachment (Poll Worker Manual or Elections Glossary) and it took me to another page! How do I get back to the training?**

**A:** When you open one of the attachments, such as the Poll Worker Manual in the "Preparing for Election Day" section, it will open up another tab or window on your internet browser. You do not have to read through or print the document to move on with training. Simply look for this tab (or window) on your browser to get back to the training:

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If this guide was not able to answer your questions, please email our Training Department at [tcctrainingadmin@traviscountytexas.gov](mailto:tcctrainingadmin@traviscountytexas.gov) and we will reach out to you as soon as we can.