

Salon & Spa Professional Association

ONLINE LEARNING FAQ

What kind of device should I use for best results?

- Desktop PC or Mac
- Laptop PC or Mac
- iPad or tablet
- Cellphone (a cell phone can be used, however, for the best experience we don't recommend)
- DO NOT use a Chromebook! Due to Chromebook's incompatibility with some video players it will not work with our Learning Management System. Please use another device that is not a Chromebook.

What kind of browser should I use?

- Chrome
- Firefox
- Edge
- Opera
- Safari
- DO NOT use Internet Explorer! Microsoft has not supported or updated IE since 2015. IE should not be used at all for internet safety.

What kind of internet connection should I have?

Wi-Fi and LAN connections work best. When using Wi-Fi, it must be a strong connection. Don't use public Wi-Fi. Public Wi-Fi has a lot of traffic on the signal, which is problematic. This will cause a lot of buffering and breaks in the connection.

If you are using a smart phone, DO NOT use your data plan! A data signal is inconsistent, and you will not get the results you need to complete the program.

I don't see the courses I purchased in "My Courses".

- Log in (you must be logged in to access the course(s) you purchased).
- Click on the course or bundle that you purchased to load it into your account.
- Click on the first Lesson in the table of contents

Where do I log in?

You can log in with the link in the email that was sent to you or at sspatoday.com.

The course is not advancing after I have watched a video in a Lesson. What do I do?

- You don't need to watch the video again, unless you want to.
- Make sure you don't stop the video before it reaches the end.
- Give it a minute
- Refresh the browser

How can I get help not listed in the FAQ? Email helpdesk@sspatoday.com

Contacting us via email is the fastest and most efficient way to get help.

Thank you!