GUIDE FOR REMOVING "MISSING KEY" ERROR

When attempting to begin your Summit Training Source OSHA 30hr General/Construction or Summit Training Source OSHA 10hr General/Construction course, you may encounter a "Missing Key" error on Apple devices, such as a Mac, iPhone or iPad. This guide will take you through the steps required to clear the "Missing Key" error, if you encounter it. Please see below for step-by-step instructions and screenshots (from iPhone). **Note: These same settings can be adjusted on iPads.**

Step 1: Launch the device Settings, from your home screen.





Step 2: Locate Safari from the Settings Menu and select it.

Step 3: Ensure that "Block Pop-Ups" is toggled OFF (as shown below).

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<	Settings	Safari	
	Private Browsing uses provide search sugges service provider. Abou Privacy	on-device info tions. No data t Siri Suggestic	rmation to is shared with the ons, Search &
	GENERAL		
	AutoFill		>
	Favorites		Favorites >
	Block Pop-ups	_	
	Extensions		>
	Downloads	C	on My iPhone →
	TABS		
	Tab Bar	Si	ngle Tab
			\checkmark
	Allow Website Tintir	ıg	

Step 4: Ensure that "Prevent Cross-Site Tracking" is toggled OFF (as shown below).

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<	Settings	Safari	
	PRIVACY & SECURITY		
	Prevent Cross-Site	Tracking	
	Hide IP Address		From Trackers >
	Require Touch ID to Private Browsing) Unlock	
	Fraudulent Website	Warning	
	About Safari & Privacy	/	
	Clear History and V	Vebsite Dat	ta
	SETTINGS FOR WEBS	ITES	
	Share Across Devic	es	
	Page Zoom		>
	Request Desktop W	/ebsite	>
	Reader		>
	Camera		>

Step 5: Proceed to the "Advanced" menu (at the bottom of the "Safari" settings screen).

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<	Settings	Safari	
	SETTINGS FOR WEBSI	TES	
	Share Across Device	es	
	Page Zoom		>
	Request Desktop W	ebsite	>
	Reader		>
	Camera		>
	Microphone		>
	Location		>
	READING LIST		
	Automatically Save	Offline	
	Automatically save all I for offline reading.	Reading List items from iCl	oud
	Advanced		>

Step 6: Ensure that "Block All Cookies" is toggled OFF (as shown below).



Step 7: Proceed to the "Website Data" screen (you will find this at the top of the "Advanced" screen).



Step 8 A): Remove "bridgeapp.com" from the list of Website Data. First, select "Edit" from the top right corner of the screen.



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		Websi	te Data		Done	
Q nea					Ŷ	
V_BSI	TE DATA				634 KB	
😑 b	ridgeapp.	com			478 KB	
😑 fa	acebook.c	om			156 KB	
	Ren	nove All '	Website	Data		

Step 8 B): When the red button appears, select it.

Step 8 C): Once the "Delete" option appears, select it.



Step 9: Launch the course again, from the "My Learning" screen. The "Missing Key" error should now be cleared, and you should see the following screen (address verification):

Summit Training Source OSHA - Google Chrome				– 🗆 🗙
Cloud.scorm.com/content/courses/SBZ4NIXAYG/D9372	281-A531-432A-9499	-92CD33F26C9605928d16-ced6-4925	-b99b-c751808fb9df/0/sco01/player.html	ବ୍
Summit Training Source OSHA.				Exit Course
	An HSI Compar	Summit Training Source [®]	lt looks like you have not registered. Click here to you are receiving this message in error please co at 1-877-440-6049.	register. If you believe
	Register	Support		
	Please Enter You	r Information		
	First Name	First Name *		
	Last Name	Last Name *		
	Address 1	Address 1 *		
	Address 2	Address 2		
	City	City *		
	State	Select State 🗸		
	Zip	Zip *		
	Email	Email Address *		
unregistered,859927025				•