

GUIDE FOR REMOVING “MISSING KEY” ERROR

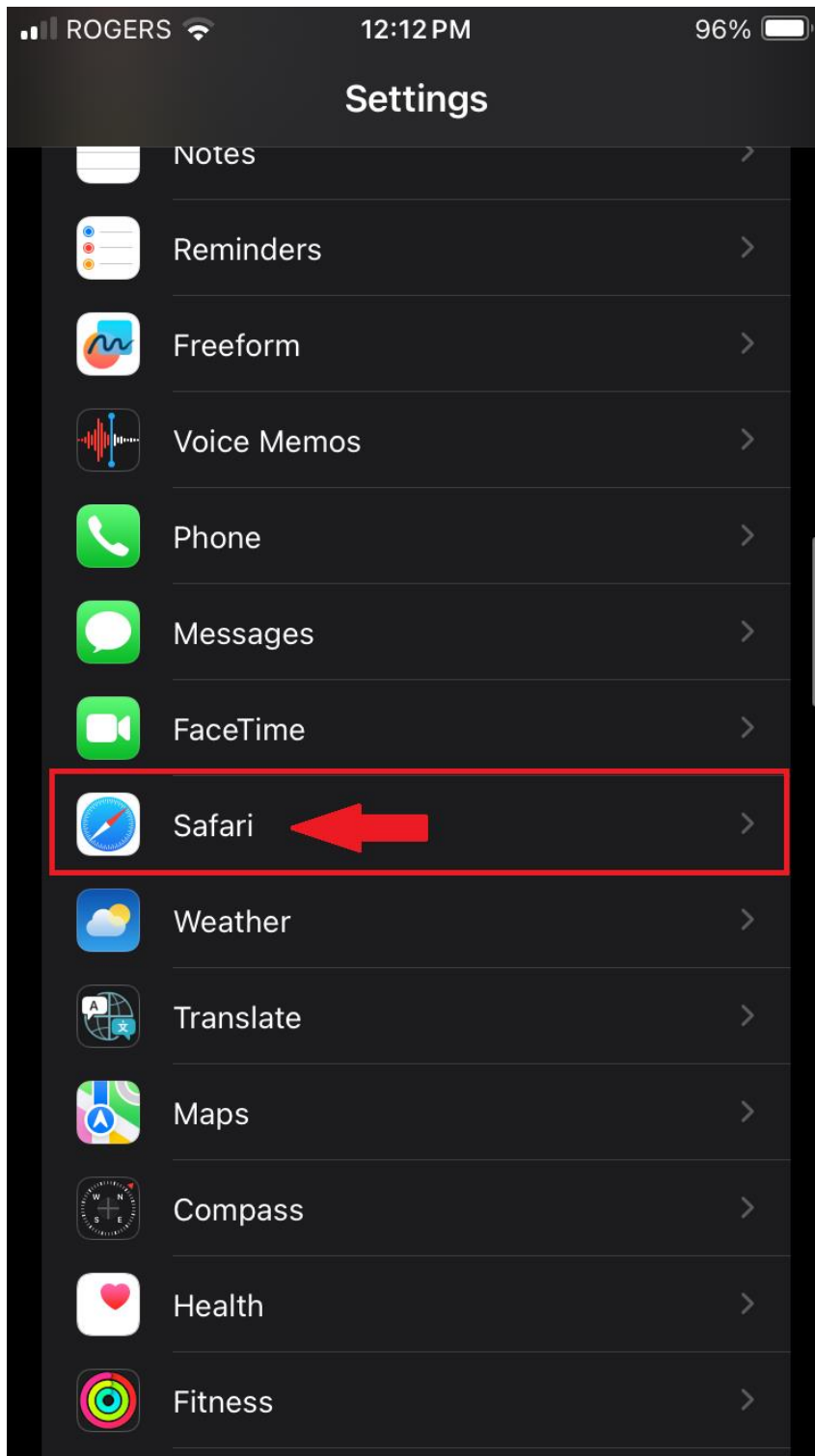
Last Updated: 2024-06-04

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.**

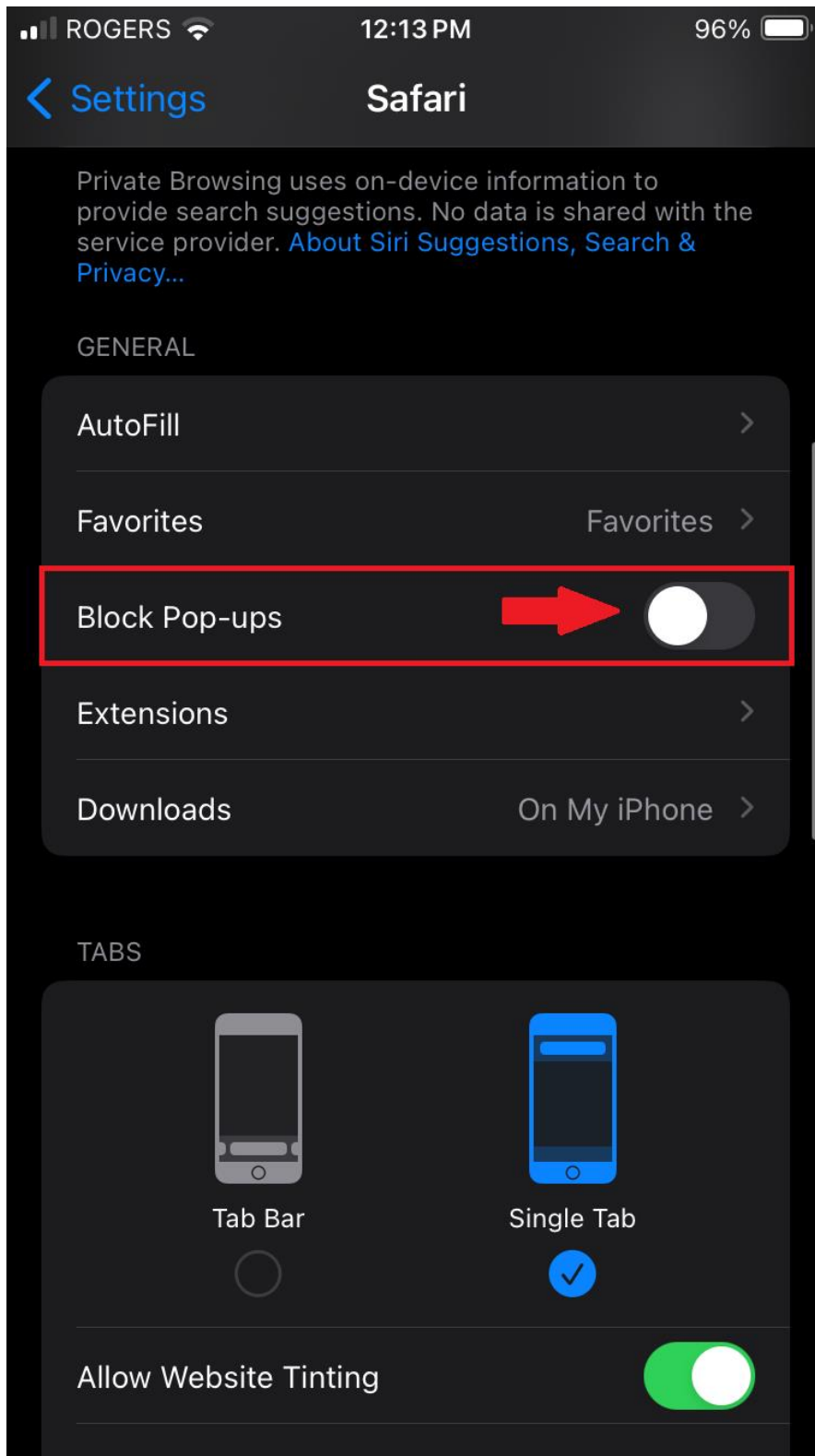
Step 1: Launch the device Settings, from your home screen.



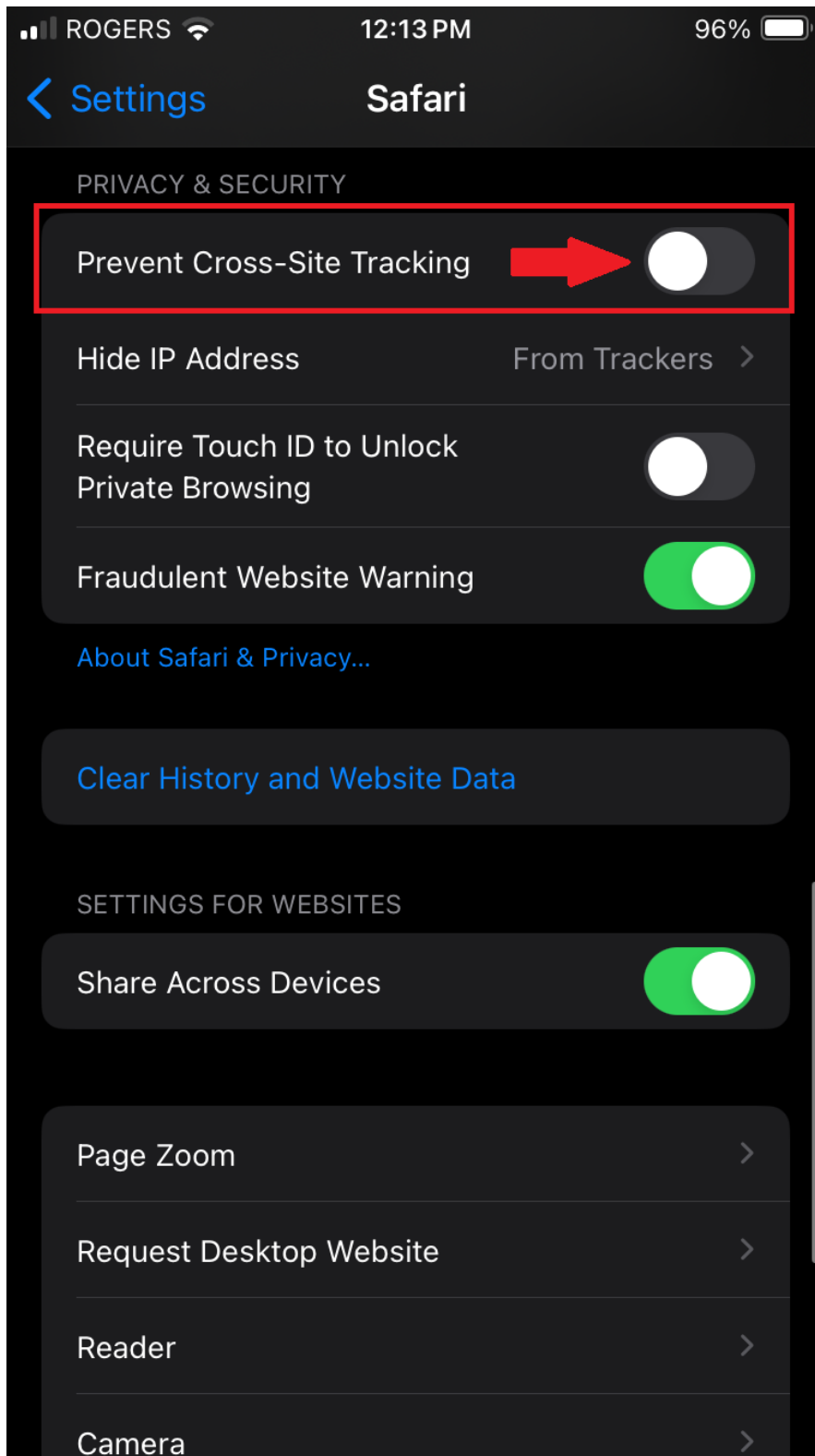
Step 2: Locate Safari from the Settings Menu and select it.



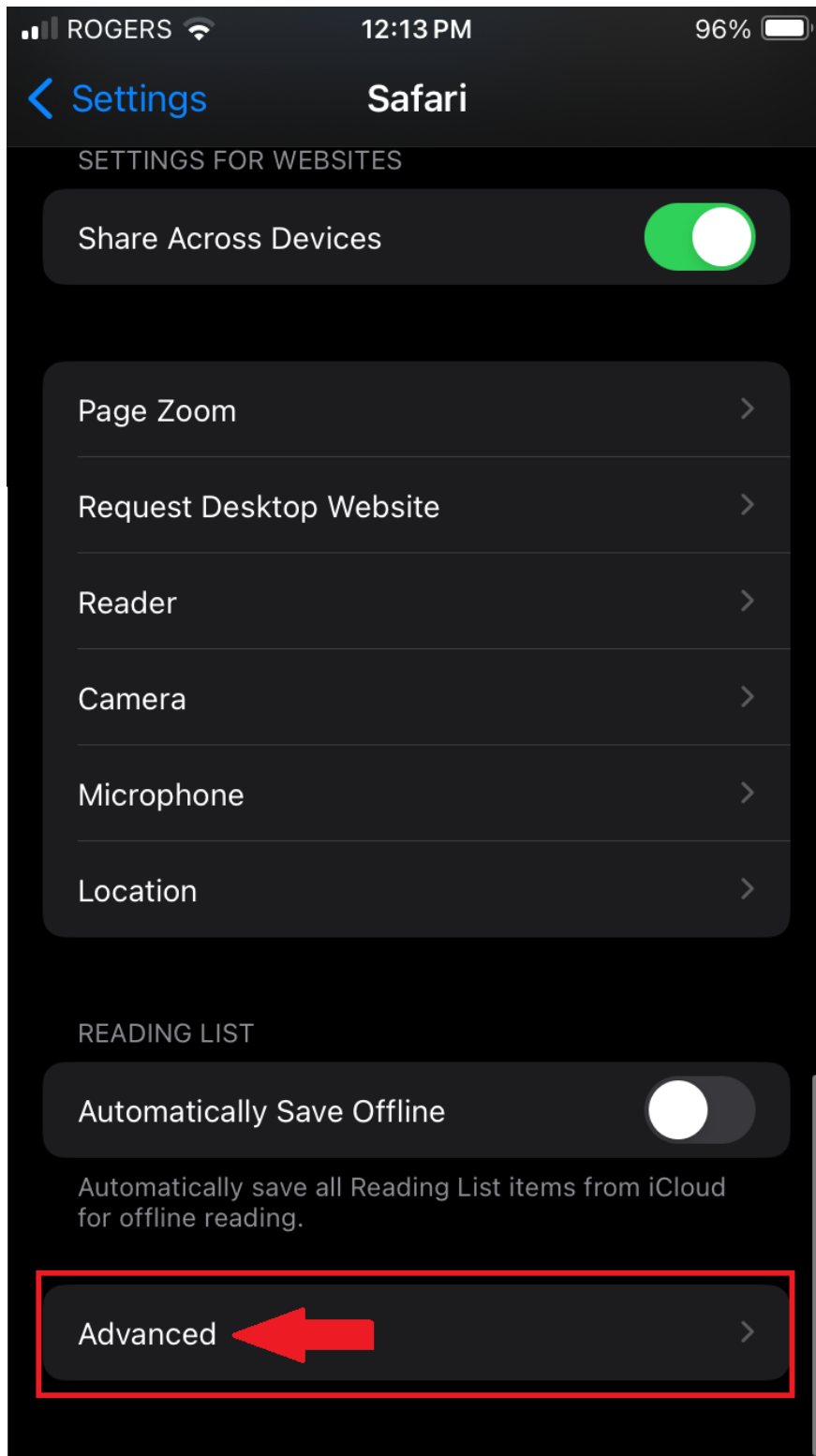
Step 3: Ensure that “Block Pop-Ups” is toggled OFF (as shown below).



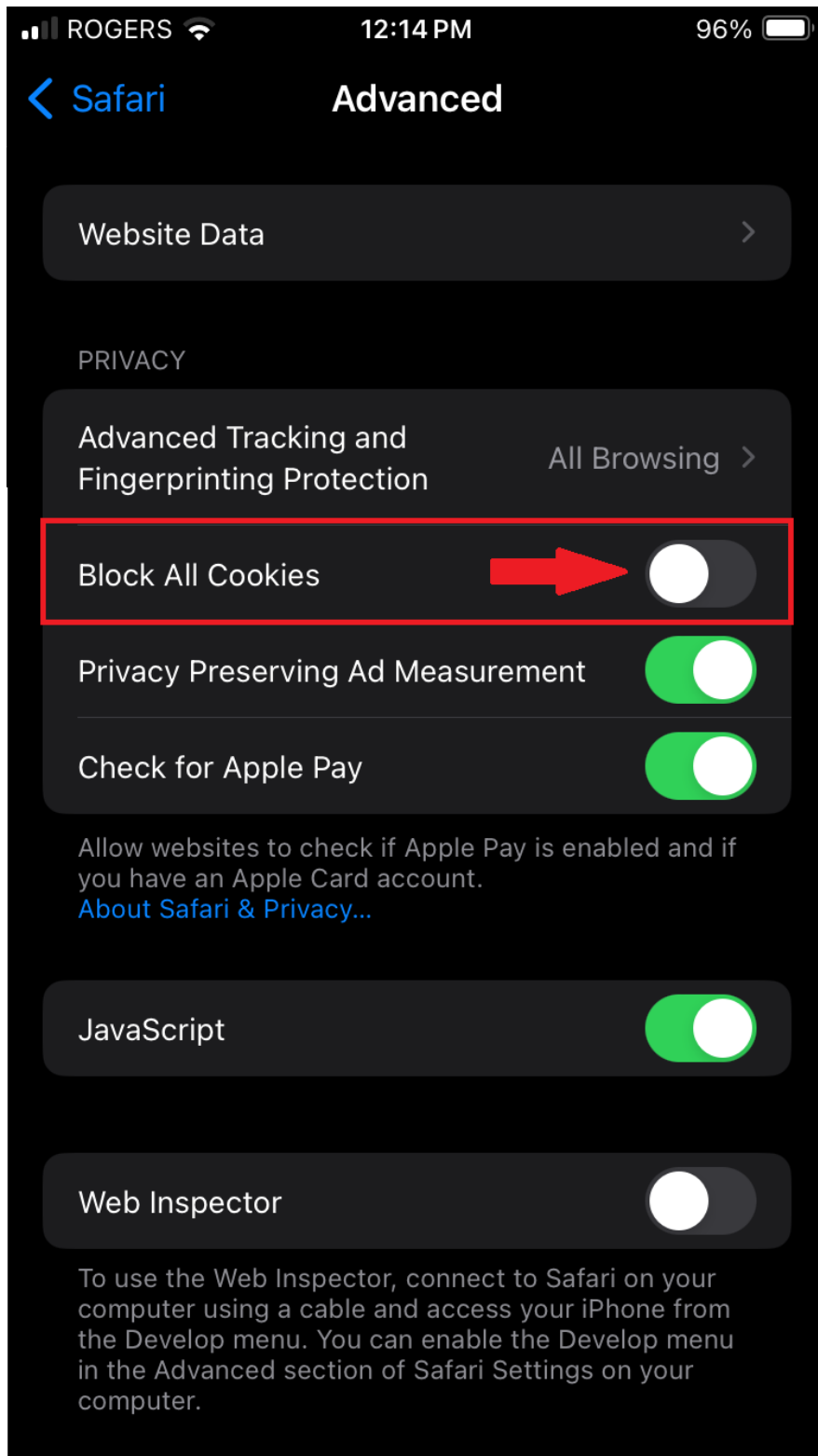
Step 4: Ensure that “Prevent Cross-Site Tracking” is toggled OFF (as shown below).



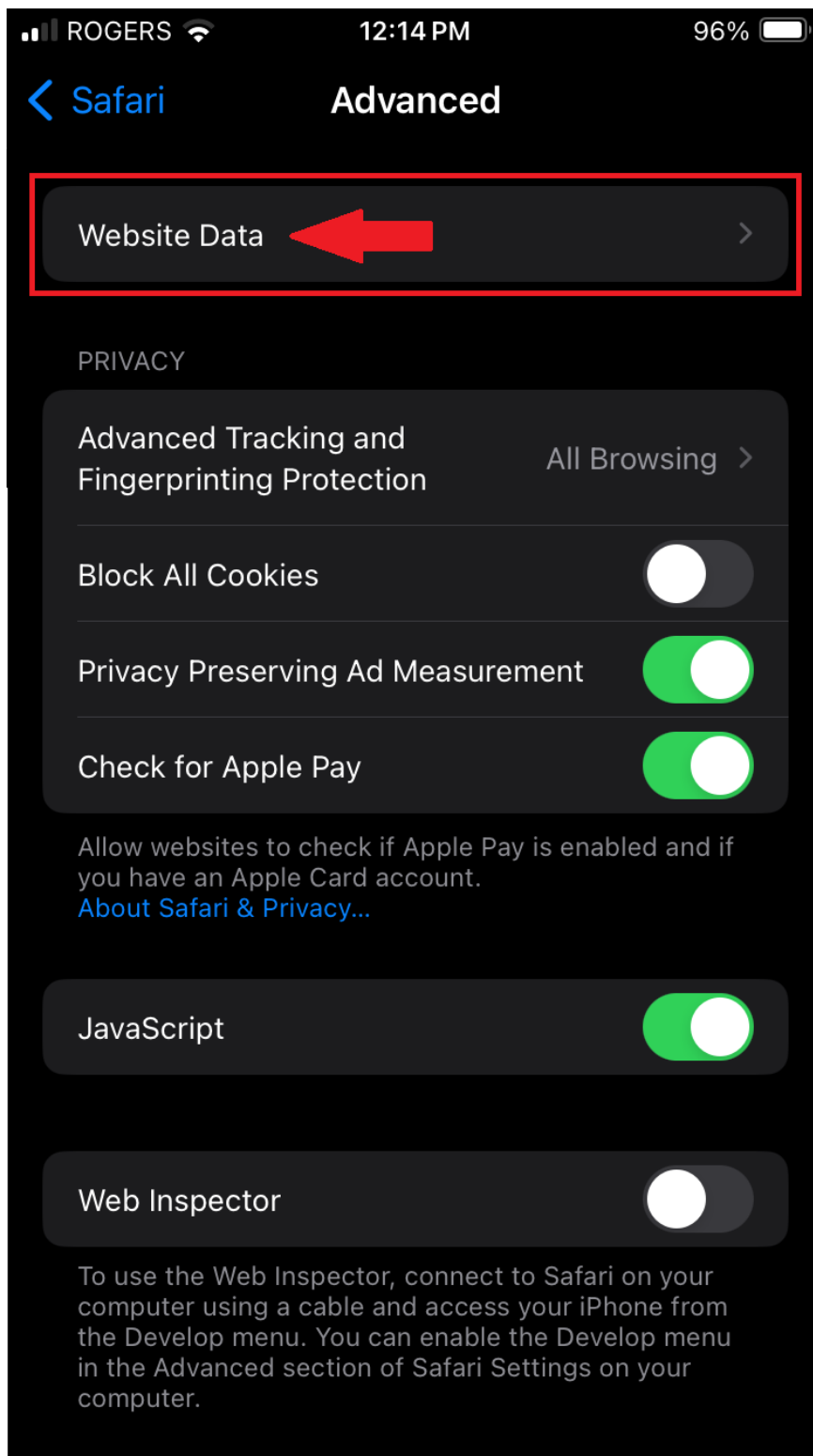
Step 5: Proceed to the “Advanced” menu (at the bottom of the “Safari” settings screen).



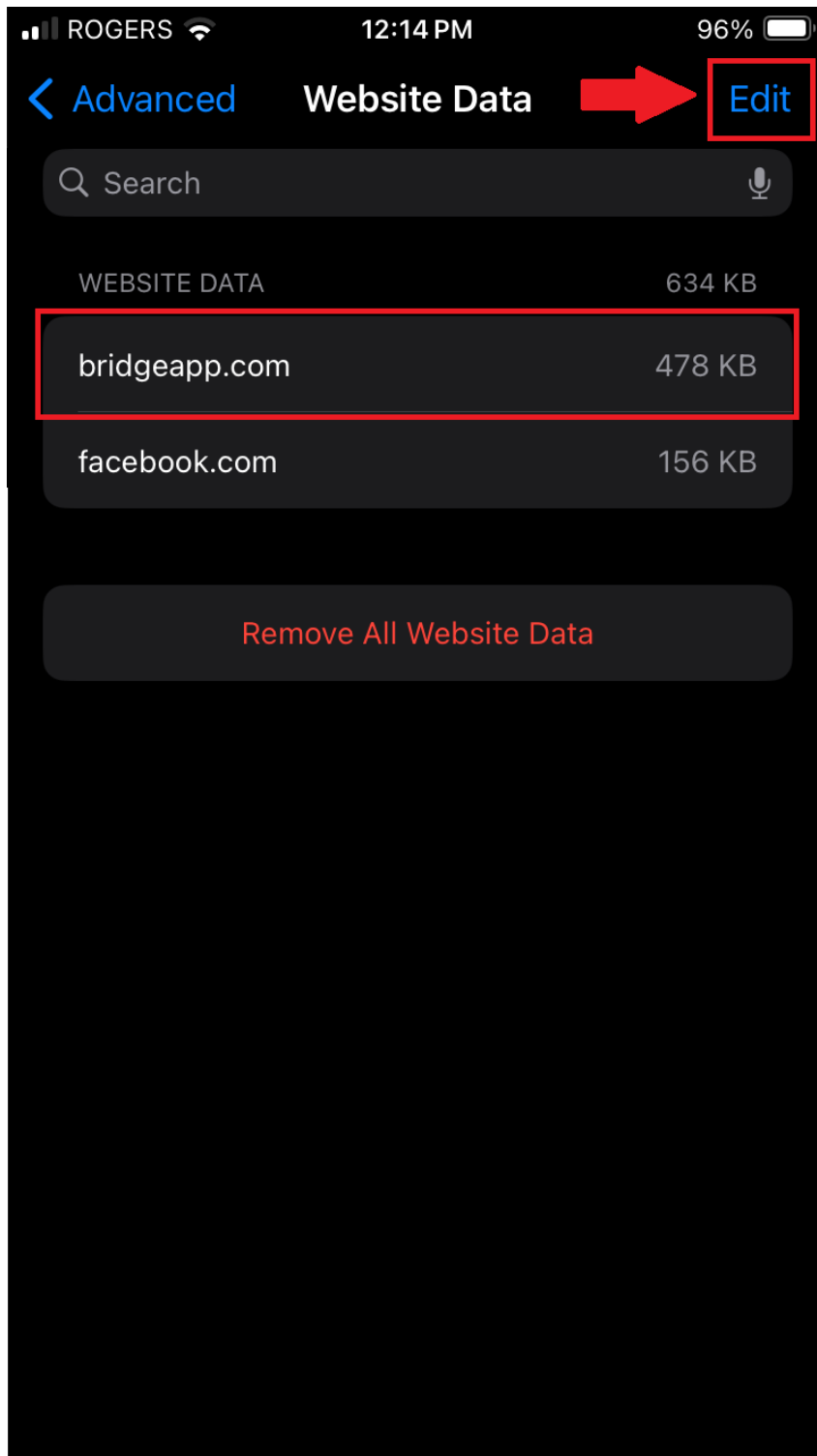
Step 6: Ensure that “Block All Cookies” is toggled OFF (as shown below).



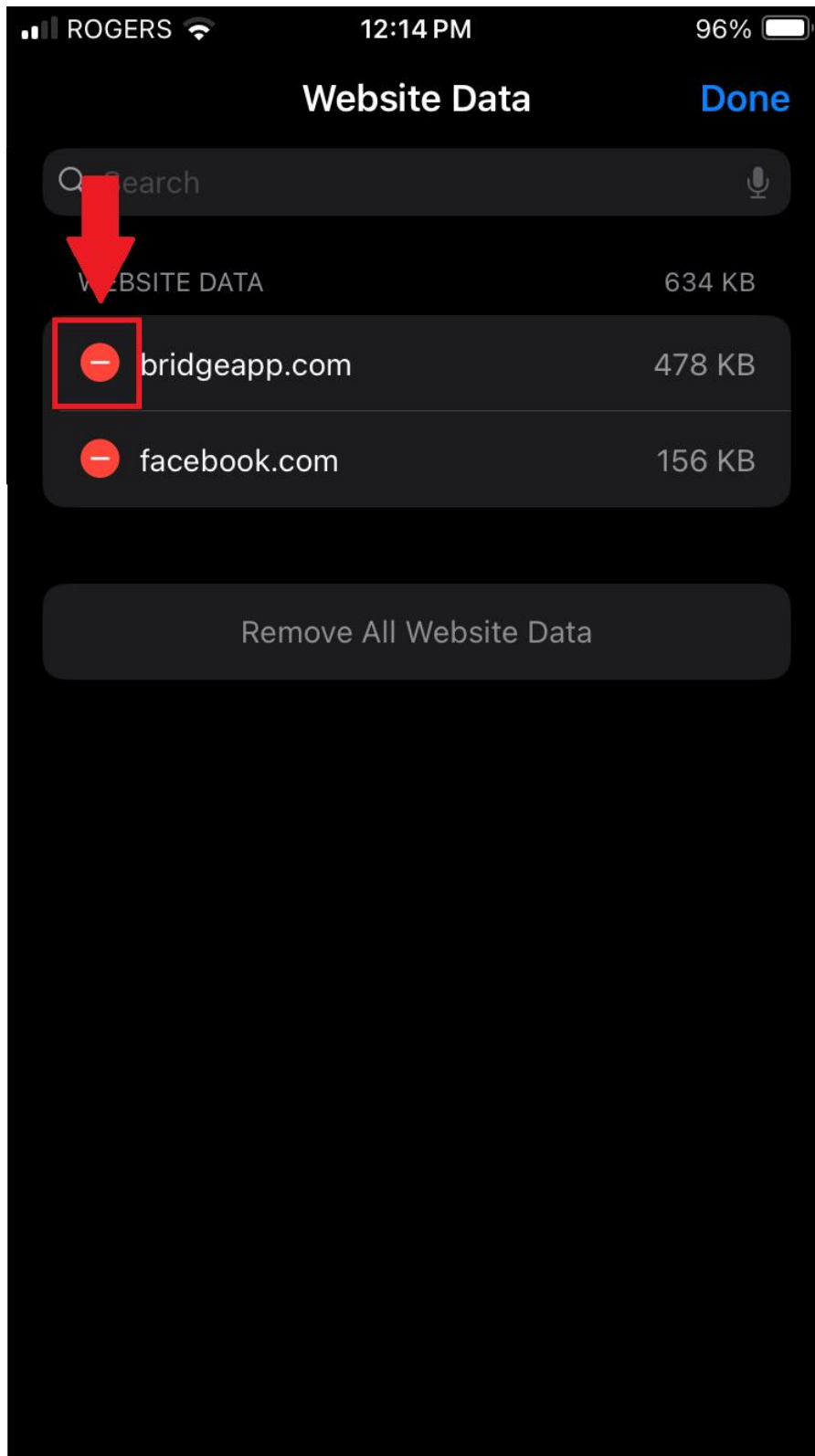
Step 7: Proceed to the “Website Data” screen (you will find this at the top of the “Advanced” screen).



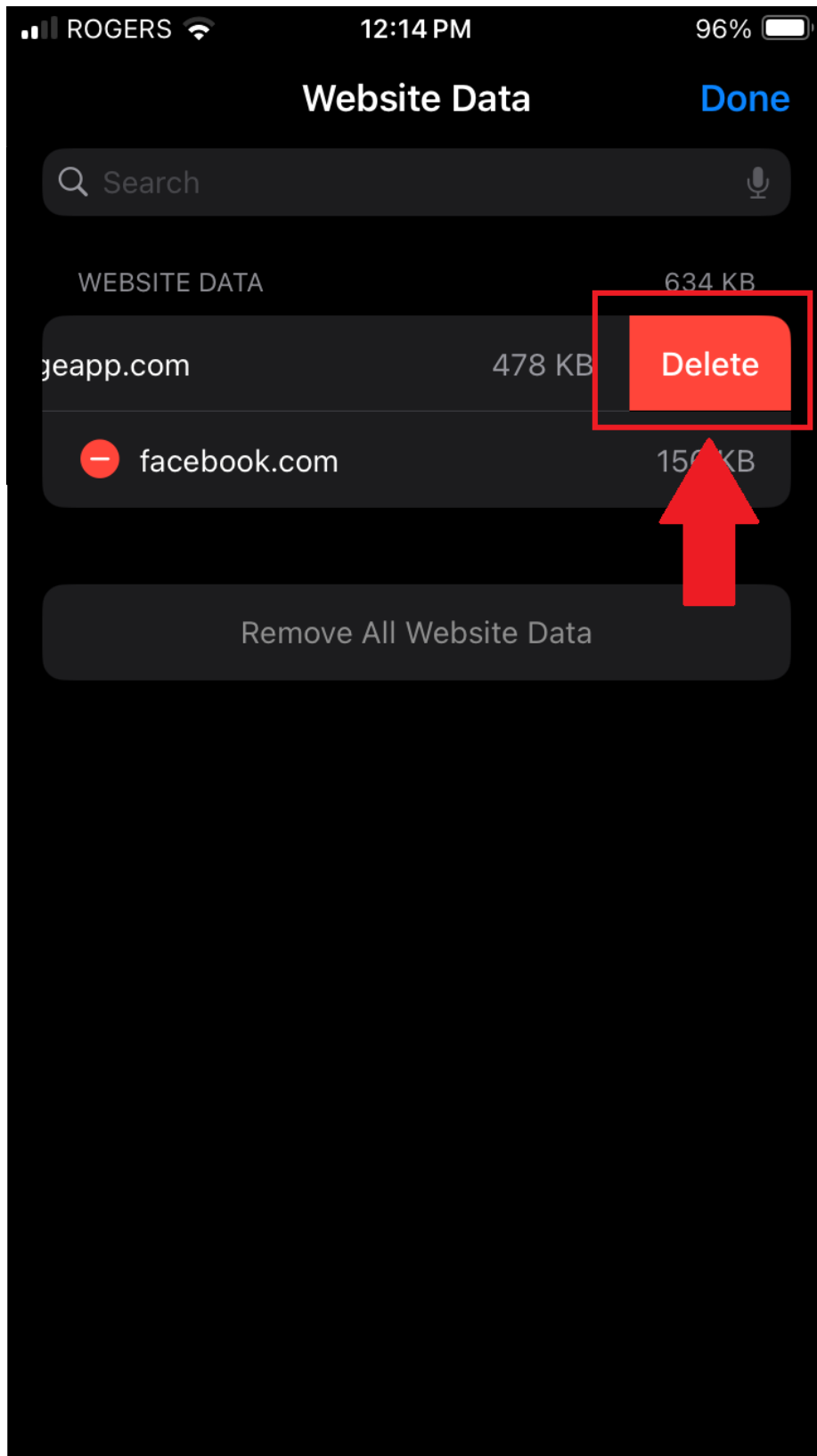
Step 8 A): Remove “bridgeapp.com” from the list of Website Data. First, select “Edit” from the top right corner of the screen.



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):

The screenshot shows a web browser window with the URL `cloud.scom.com/content/courses/SBZ4NIXAYG/D9372281-A531-432A-9499-92CD33F26C9605928d16-ced6-4925-b99b-c751808fb9df/0/sco01/player.html`. The page title is "Summit Training Source OSHA" and there is an "Exit Course" button in the top right. The main content area features the Summit Training Source logo (An HSI Company) and a registration form titled "Please Enter Your Information". The form has two tabs: "Register" (selected) and "Support". The form fields are: First Name (required), Last Name (required), Address 1 (required), Address 2, City (required), State (dropdown menu), Zip (required), and Email (required). A message on the right side of the form reads: "It looks like you have not registered. Click here to register. If you believe you are receiving this message in error please contact Technical Support at 1-877-440-6049." At the bottom left of the page, there is a small text string: "unregistered,859927025".