D7 Pathways Troubleshooting Tips

This is a list of common Pathways issues & tips for resolving them

Compiled by James Wantz – self-avowed Pathways Evangelist

Browser Issues

At this time, there are known browser issues with the following browsers:

1. Google Chrome
2. Microsoft Edge

If you are having problems with Pathways using these browsers, try a different one to see if this resolves the issue.

Basic Troubleshooting Tips

If you are having issues inside Pathways such as screens freezing, information not showing up, general slowness, or any other difficulty, try these steps first;

1. Return to Toastmasters International home page and reenter Pathways.
2. Log out of Toastmasters International, close the browser tab, reopen site & log in again.
3. Shut down browser, reopen browser & try logging in again.
4. Reboot computer (seriously, this has worked for me a time or two…probably a temp file issue or a program conflict with my browser)
5. Contact Toastmasters International for additional troubleshooting tips – educationawards@toastmasters.org

Level Completion

Pathways Level completion & credit is a 2-step process (Pathways & Club Central) for the member & club to receive credit towards the Distinguished Club Program (DCP).

1. Once a member clicks 'Mark Complete' on a Level in Pathways, the system sends a completion request to the email on file with Toastmasters International as the contact person for the club (see 'How to Update Club Contact email' for tips on checking/changing this).
2. **Pathways:** After the Base Camp Manager receives the Level Completion request, they will need to process the request inside Pathways. For more information on how to do this, click on the 'Tutorials and Resources' tab inside Base Camp, then on 'Base Camp Manager' under the Subject heading. Overviews and Videos for all Base Camp Manager tasks are here.
3. **Club Central - this is the confusing step:** After completing the Pathways Level completion, be sure to complete the Educational Award submission inside Club Central. You will need to leave Base Camp and return to Toastmasters.org main site. Click on 'Leadership Central', then on 'Club Central', select which club you are managing (only if you are an officer in multiple clubs), then click on 'Submit Educational Awards' – this is where you enter all the award applications for the traditional program.

How to Update Club Contact email

Pathways Level Completion emails defaults to whomever is listed as the contact for the club at Toastmasters International. You can check this by logging into Base Camp and typing "Club" in the search box in the upper right-hand corner of the screen and clicking on 'Club Base Camp Manager.' The email address will show in the 'About Me' section. Please insure this address is the Base Camp Manager. Until a Level Completion request is processed, the member will not be able to open projects in the next Level.

1. **How to update club contact email:** Go to Toastmasters main web page, click on 'Leadership Central' in the banner bar, then 'Club Central', select club you're are updating (if you are an officer in multiple clubs), in Club

Central click on 'Club Contact and Meeting Information', and update email address under the 'Email' label. Note: This changes the Contact email for the club as well. At this time, this one email address is used for both Club Contacts and Level Completions. (I do not know of a way to have them be different.)

How to save documents to your e-portfolio

Pathways gives members access to cloud storage called E-portfolio. At one point it was thought that uploading evaluations to your E-portfolio was a necessary part of a Pathways project. That is **not** true. There is **no** project completion requirement for a member to upload any document to E-portfolio. Additionally, no one except the member has access to or can see the documents in E-portfolio. One way to get there is through the blue My Feedback button on the first page of Base Camp.

Follow these steps if you want to save documents, audio files, or video files to your E-portfolio.

1. Once you click on My Feedback you will see a screen that says 'Feedback' with narrative describing it – ignore that.
2. Look up to the white bar (with your name to the left) which reads Base Camp Profile, Feedback, Transcript, E-portfolio.
3. Click on E-portfolio. Now you should see 2 boxes – one says Documents, the other says Badges.
4. Click on Documents. Now you see 6 'folders' labeled Level 1, Level 2, etc. You are unable to rename or modify or add to these folders.
5. Click on the words 'Level 1' – not the box. When your mouse hovers over it; it will become underlined and act as a link.
6. Click on the red 'Add File' button to the right side to add files to your documents. File size limitation is 20mb.
7. Navigate in your computer to the file location and upload it.
8. Your only options in E-portfolio are to Add files & Delete files.
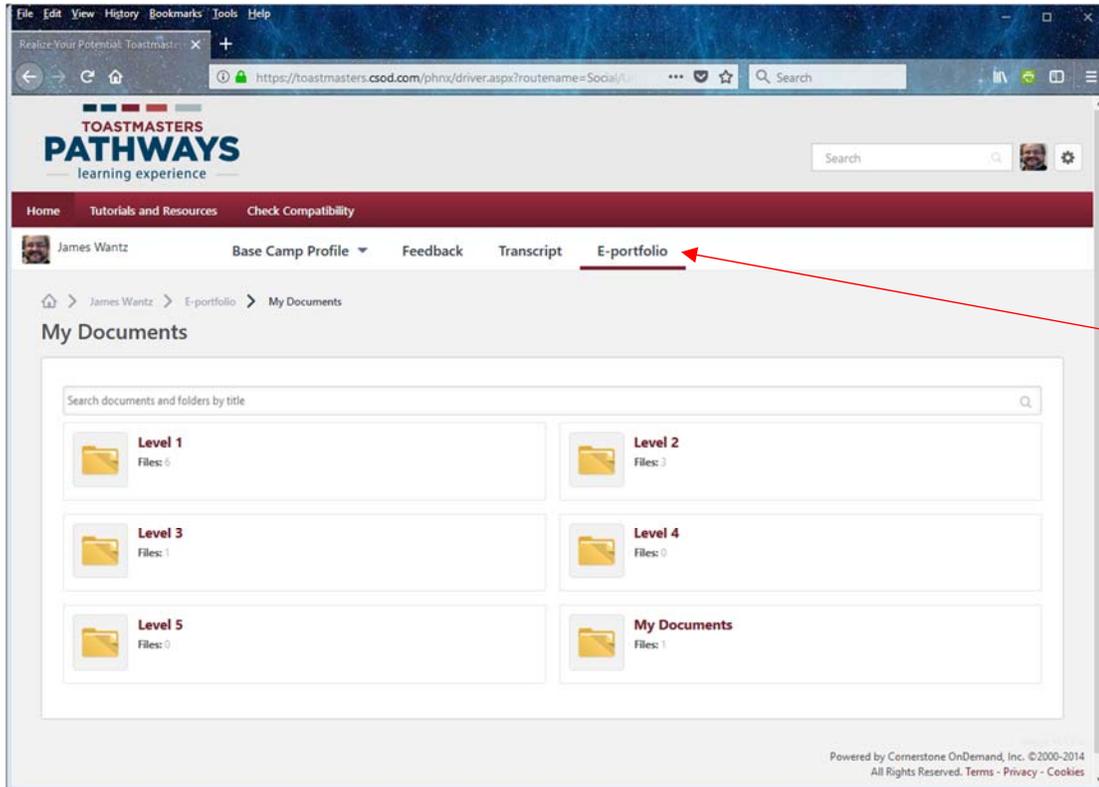
Pop-up Window Issues

Pathways requires that you turn off your pop-up blocker for their site only (you don't have to turn it off for the whole web). See the information inside Pathways for tips on how to do this.

Unable to navigate inside a project

Inside the Educational Transcript, when you click the Launch button for a project, Pathways opens a new window for the project itself. If you are unable to navigate to the next page of the project, it might be because the navigational arrows on either side of the pop-up window are not visible; resize the window so you can see them, and you will be able to change pages. [This is, coincidentally, the main reason Pathways will not work with mobile devices – the pop-up window cannot be resized on a mobile device, making navigation inside projects impossible.]
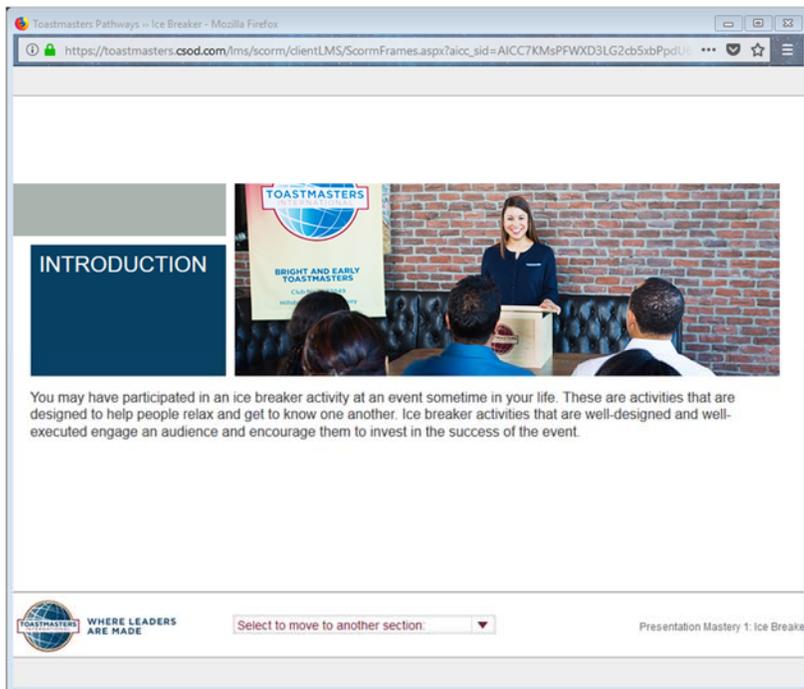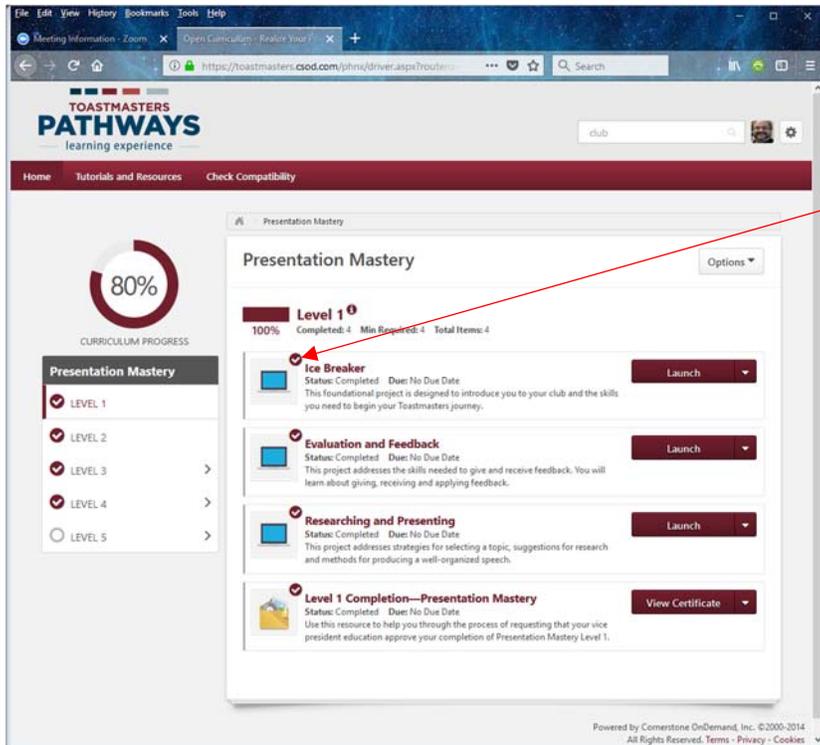

Before resizing
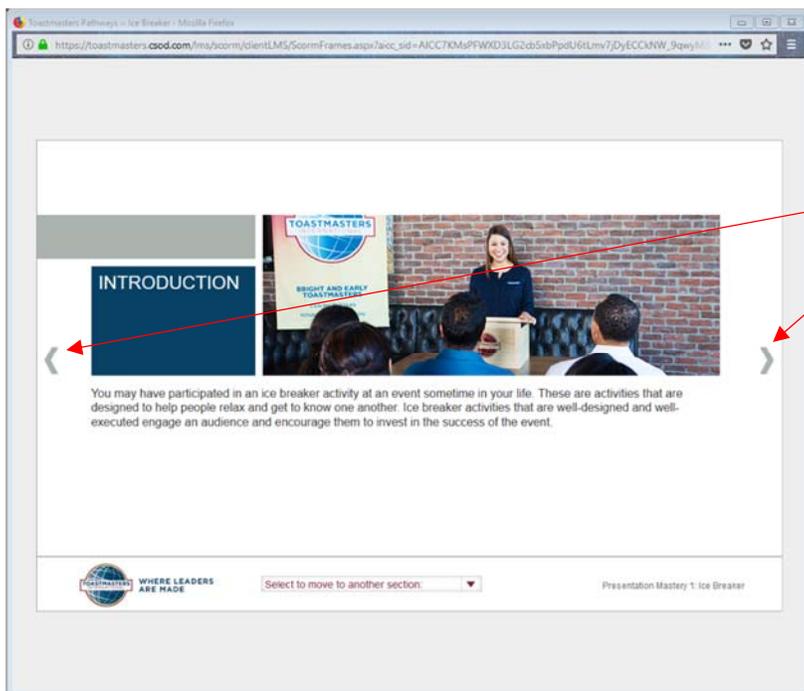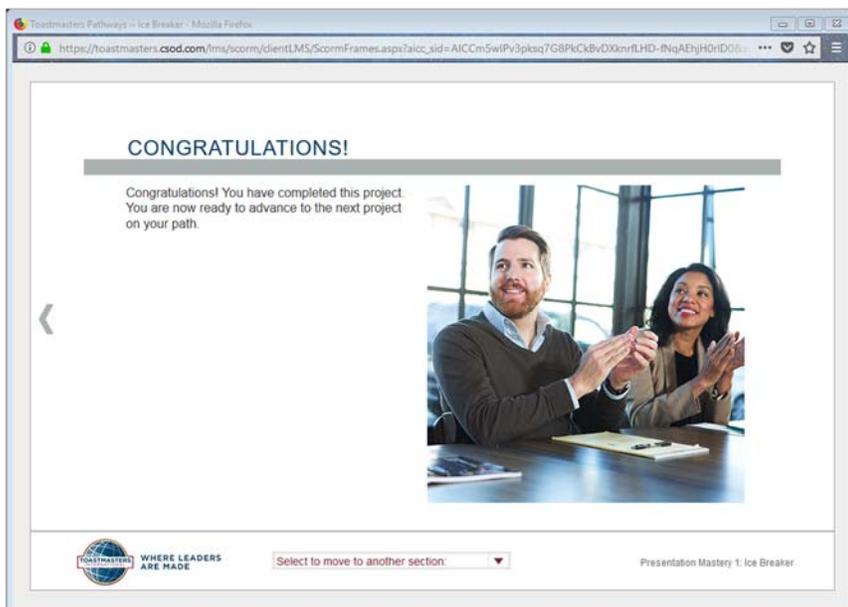

Navigation arrows

After resizing

Unable to get red checkmark when completing a project

If you don't see the red/white checkmark when you have completed a project, there could be a couple reasons.

Completion checkmark

1. Relaunch the project and navigate until you see the 'Congratulations' page, then **close** the project. [Pathways places the checkmark on project completion once you have reached the 'Congratulations' page and closed the project window.]

If the checkmark still does not show, try the steps under Basic Troubleshooting Tips.

Additional Resources

For more troubleshooting tips, basic navigational issues & additional Pathways information you can find previous sessions of D7 Toastmasters Pathways Virtual Academy & other content here (YouTube) & here (D7 website).