

TruCore FAQ

[Do I have to use my real name when I sign up?](#)

No, you don't have to use your real name, but whatever you choose is going to be how we address you in the program. Most people use their real names or a nickname. And if you ever change your mind, you can change it later in your account settings.

[Can I have more than one account?](#)

No, we only allow one account per person. Multiple accounts will be removed.

[What browser can I use with TruCore?](#)

We support and recommend using Internet Explorer. Although TruCore recommends Internet Explorer, the program has the ability to work with other browsers (i.e. Google Chrome, Mozilla Firefox, Apple Safari)

[If something goes wrong, or doesn't work, what should I do?](#)

Try again! Sometimes the best way to fix a problem is to try it again. If it still doesn't work after multiple attempts, try holding down the shift button on your keyboard and pushing the reload button on your browser, or F5 key. This resets the cache in your browser, which will often clear up persistent problems. If this method still doesn't work, exit your browser, reopen it, and try again.

[How do I disable browser extensions?](#)

Sometimes these **extensions** (also known as **add-ons**) can interfere with the way a website is designed to work. You may need to temporarily disable extensions when troubleshooting, in case they're the cause of any issues. Take a look at the respective article below for instructions on how to do this in your browser.

- [Google Chrome](#)
- [Safari](#)
- [Firefox](#)
- [Internet Explorer 9](#)
- [Internet Explorer 8](#)

[Will my TruCore videos work on mobile devices, tablets, and TVs?](#)

Coming Soon! We are always looking for ways to improve and make your experience as convenient and easy as possible.

[I forgot my password, what do I do?](#)

It's unfortunate but it happens to the best of us. If you can't remember your password, just go to the login screen and click 'Forgot your login or password?.' Enter your email address and we'll send you a link to reset your password.

[Why are videos stuttering?](#)

We know stuttering is annoying, and there are many possible reasons why you may be experiencing poor video playback. If you have a slow connection or older computer, you may experience issues.

If not, here are a few things you can try:

1. Make sure you have the latest version of Flash running on your computer. You can download the latest version here: <http://get.adobe.com/flashplayer/>
2. Please temporarily turn off any other programs, virus protection, ad block, or energy saving settings as they may interfere with video playback.
3. Try closing other browser tabs if you have many opened.
4. Try another browser and see if that helps.
5. If you have taken these steps and are still having issues with playback, you can help us out by reporting the video using our "Report Slow Loading" feature. Simply right click the video player after you hit Play and select the option, "Report Slow Loading". Please note that this feature is only available with the Flash player.

[I really need to talk to someone. Who can I contact for help?](#)

If you need immediate assistance, please email support@tru-core.com. Our staff will respond to your inquiry within 24 hours.

[I want to use a video I saw on TruCore. Do I need permission?](#)

TruCore retains full copyright of our works. We do not allow videos to be used outside of our program.

[I am not getting any TruCore emails. What should I do?](#)

Please follow the steps below to resolve this issue:

- Check your email application's spam or junk folder or filter
- Check that your email matches the desired email address to receive communications from TruCore
- Add info@tru-core.com and support@tru-core.com to your address book and email whitelist to receive emails

[My TruCore account is about to expire. What should I do?](#)

You will need to sign up for the next series or contact your organization if you are in a group series.

[I have a great idea for a feature! How can I suggest it?](#)

We love new ideas! To suggest a feature to the Staff, email us at info@tru-core.com and tell us all about it.