

## LOGGING IN

If the account was registered using the free trial form or while purchasing courses, the password was created during registration. If the account was created by an administrator, a welcome email was sent with the account username and a link to create the password.

To login to your account, use the username and password in the candidate login form. Please note:

- The username is generated by the eLearning system using your first and last name. It is not an email address.
- If you forget your password it can be reset using the link below the login form

## CONFIRMING YOUR NAME

When logging in to your account for the first time you will be asked to confirm your name. If your name doesn't appear correctly, you will be given the opportunity to change it. This name is displayed on course certificate(s) so please be aware that once you have confirmed your name, it will **not** possible to change it.

## COURSES

Once you have confirmed your name you will be directed to the suite of courses. Any course(s) that you have a licence for will appear in the 'Your Courses' section. Other courses are available to purchase from the purchase page by clicking the 'More Courses' tab.

To start a course click the 'Open' button to the right of the course description where you will be presented with a welcome video. The courses are modular and each module has a series of videos; usually with questions at the end. There is a required pass percentage for each module that must be achieved to complete the course and access a certificate.

**Note:** you get 3 chances to achieve a pass on each module. If you fail a module more than 3 times you will have to contact your eLearning provider or business admin to arrange a module reset (unlock). A maximum of 3 module resets per

course are allowed. If after 3 module resets another module is failed the course will be **permanently locked** (*failed*). If you fail a course you will have to purchase another course licence and restart.

Once a course is successfully completed, a 'Get Your Certificate' button will become available. Use this to download your certificate in PDF format. Certificates are saved to your account and can be re-downloaded at any point from your profile page.

## PROFILE

A link to your profile can be found in the header of the eLearning system. On this page you can access certificates, download feedback PDFs, update your email address and telephone number, enable or disable closed captions, change your password and change your email preference. When reminder emails are turned on, you may be sent an email 7 days before your certificate expires as a reminder to re-take the course and you may be sent an email requesting feedback for completed or failed courses. These emails also include an unsubscribe link.

## TROUBLESHOOTING

### Why can't I login to my account?

Please ensure you are logging in under the 'Candidate Login' section and that you are copying and pasting your username directly from the welcome email. If you would like to reset your password, please click the 'forgot your password' link below the login form.

### There is a green screen where the video should be displayed or you can only hear audio?

If you are experiencing issues with the videos such as hearing sound but getting no picture or getting a green effect on the screen then this can usually be resolved by disabling hardware acceleration in your web browser, update your graphics driver or using a different web browser.

## Disable Hardware Acceleration

to disable hardware acceleration follow the instructions below for Google Chrome:

1. Go to More (click the three vertical dots at the top right of the browser)
2. Select Settings.
3. At the bottom of the page, click or tap Advanced.
4. Under 'System', enable the toggle next to 'Use hardware acceleration when available'.

If you're using a browser other than Google Chrome, you can learn how to disable hardware acceleration in that browser's help content.

## Update Your Graphics Driver

updating your computer's graphics driver may correct the issue.

For PC users: visit the website of your computer manufacturer to download the latest driver.

For Mac users:

1. Click on the Apple logo.
2. In the Apple menu, click Software Update.
3. Install the Mac OS update if available – it will include the graphics driver update.

## ***Why are the course videos buffering?***

It is likely that this is a problem with your network speed. The courses require a 3Mb or higher download speed to run smoothly. If multiple users are accessing courses on a single connection it can cause slowdown. If you are having buffering issues you can turn off the 'High Quality Video' setting at the bottom-right of the video player on the module selection page to help improve performance.

Some workplaces run network security to block video content so you may need to speak to your IT department to access the videos.

### **Why can't I take the course on my mobile device?**

The content has been tested and is known to work on a variety of iOS and Android devices but it is possible that the content may not work on some mobile devices. For the best experience we recommend you complete the course using a desktop or laptop computer running Windows 7+.

### **Is JavaScript Enabled?**

If you are not seeing anything except for a black square where the video should be it is possible that you have JavaScript disabled in your web browser.

If it is turned off, you can find out how to enable it on this web page by following the link that relates to your web browser: <http://www.enable-javascript.com/>

### **Browser Version**

Most modern browsers will have the necessary plugins already built in to run the course content. If you are not able to see the content please make sure your web browser is up to date.

**Note:** We recommend the Google Chrome browser which can be downloaded for free here: <https://www.google.com/chrome/browser/desktop/>

### **Internet speed test**

The video content has been optimised to run at low speeds but it still needs a stable connection to run smoothly. The minimum download speed we recommend is around 3 mbps. The High quality videos are intended for use on higher speed connections and should work best at speeds of 5mbps or higher.

You can find out what your average speed is by using this tool:

<http://www.speedtest.net>

There are other factors that can affect the performance of the video content. These can range from low spec machines, which is why we have our minimum system requirements published below, to intermittent connection issues between your location and your ISP. The speed test tool is intended to give you an idea of whether a low connection speed could be the cause of your problems but does not give the full picture.

### **Clear the Web Browsers Cache**

If you have a problem with a specific video but others seem to be working fine it may be that the original download of the file you are trying to view was interrupted and the incomplete file has been cached by your web browser. This issue is usually solved by clearing your web browsers cache.

To find out how to clear the cache in your particular browser. Please visit the web page and follow the link that relates to your web browser.

<https://kb.iu.edu/d/ahic>

### **Can't hear anything?**

Please ensure your speakers or headphones are plugged in and turned on. If this is the case, please ensure that the computers audio is turned up to reasonable level. If you don't have access to speakers or work in a busy office we would recommend using headphones.

## **System Requirements**

- Operating System: Windows 7+
- Browser: Up to date (Internet Explorer is not supported)
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)