

Frequently Asked Questions

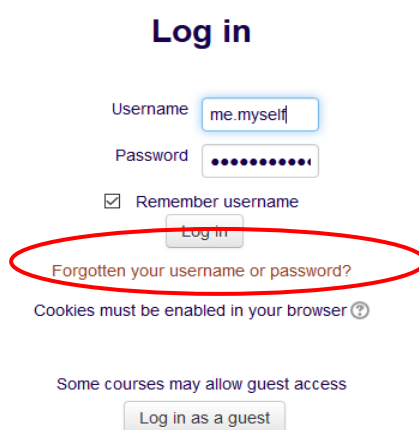
1. *When I first login my choice of new password is not accepted. What am I doing wrong?*

Your new password must be **8 or more** characters in length and contain **at least 1 digit, 1 upper case, 1 lower case** and **1 non-alphanumeric character** (e.g. !£%\$ etc.)

2. *My password worked before but now I can't login. What should I do?*

If you have forgotten your password then simply request a new password and the system will handle the rest.

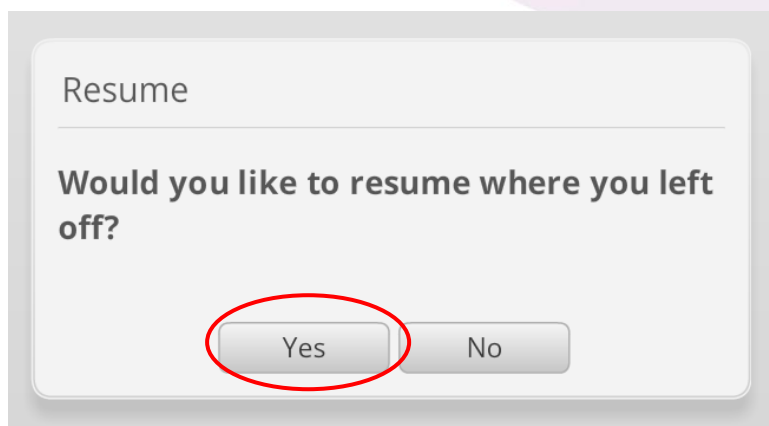
Request a new password
by clicking this link in
the login screen



The screenshot shows a login form titled "Log in". It includes fields for "Username" (containing "me.myself") and "Password" (masked with dots). There is a checked box for "Remember username" and a "Log in" button. A red circle highlights the "Log in" button and the link "Forgotten your username or password?". Below the login form, there is a note "Cookies must be enabled in your browser" and a "Log in as a guest" button.

3. *Can I stop a unit part-way through?*

Yes you can stop a unit part-way through. The system will remember your position in the unit. However, when you next sign in to the unit the system will ask 'Would you like to resume where you left off?' Answer 'yes' and you will resume at the last slide you were working on.



The screenshot shows a dialog box titled "Resume". It asks "Would you like to resume where you left off?". There are two buttons: "Yes" and "No". The "Yes" button is circled in red.

4. *What should I do if I want to revisit my comments and activities in a unit?*

When you log back in to the unit make sure you 'resume where you left off' otherwise you will have to start the unit all over again and lose all your previous work.



5. *How can I move on in the unit when there is no 'next' button?*

If there is no 'next' or 'submit' button then it is more than likely that you have not viewed all the information or completed all the set tasks on a slide. Check this first before reporting this as a bug.

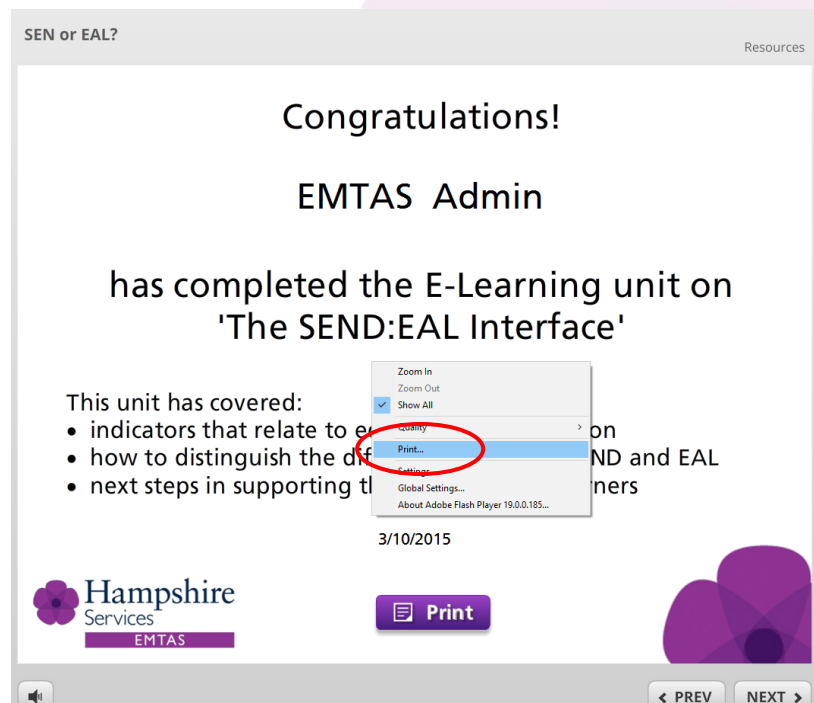
6. *When I click on the unit nothing happens and I return to the course page. What is going wrong?*

You may already have another unit open in a browser window. When you select a new unit it may appear in that window which is currently minimised. Check the task bar or try pressing Alt + Tab on your keyboard to cycle through all your open windows.

7. *Why doesn't my certificate print properly?*

It is possible that in some browsers the 'print' button may not work properly. In this case try right-clicking on the slide and selecting 'print' from the menu option.

Right-click on the slide to bring up this menu. Then select 'print'



SEN or EAL? Resources

Congratulations!

EMTAS Admin

has completed the E-Learning unit on 'The SEND:EAL Interface'

This unit has covered:

- indicators that relate to e
- how to distinguish the dif
- next steps in supporting t

on ND and EAL
ners

3/10/2015

Hampshire Services EMTAS

Print

Zoom In
Zoom Out
Show All
Print...
Settings
Global Settings...
About Adobe Flash Player 19.0.0.185...

< PREV NEXT >

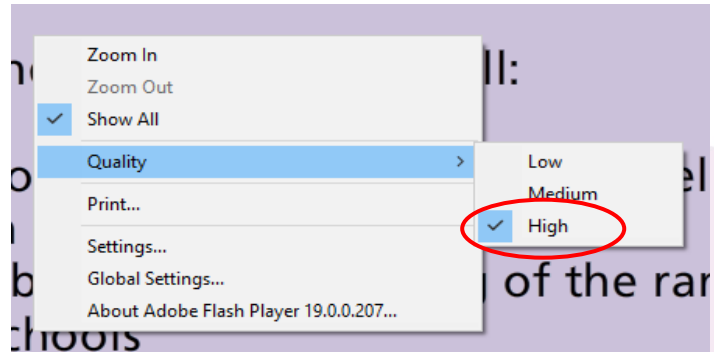
If your certificate prints A5 size in portrait mode then you need to remember to select a 'landscape' page orientation in the print dialog box before printing.

8. *My certificate features the wrong name – can this be changed?*

The name on your certificate is taken from your Moodle registration details. If the name is wrong then contact us and we will update your personal details so they are correct.

9. *Why do the images and text look fuzzy on my screen?*

In most circumstances the E Learning will be presented to you through your browser which runs Flash. If this is the case you need to check that Flash is set to 'High Quality'. You can check this by right-clicking anywhere in the E learning screen and selecting the highest quality.



10. *Can I undertake the E Learning on my iPad or other iOs device?*

Yes. This E learning supports the HTML5 standard so that it will work on devices that will not run Flash. However, your user experience may not be perfect currently as there can sometimes be the occasional difference in the way text, images and colours display through HTML5 rather than Flash.