

## Frequently Asked Questions

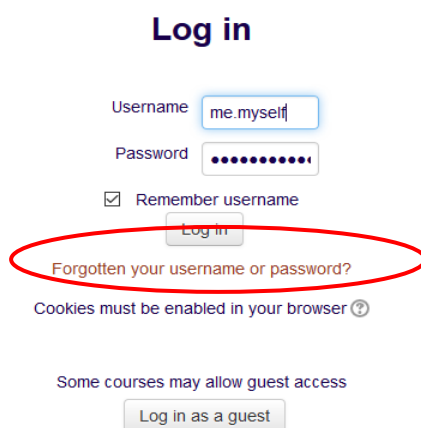
1. *When I first login my choice of new password is not accepted. What am I doing wrong?*

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



**Log in**

Username

Password

Remember username

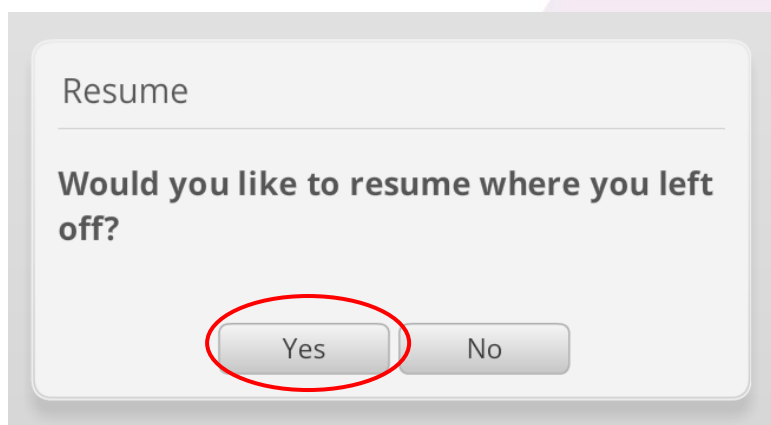
[Forgotten your username or password?](#)

Cookies must be enabled in your browser ?

Some courses may allow guest access

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 or near the last slide you were working on.



Resume

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**Would you like to resume where you left off?**

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 (PC) 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 you could try pressing the 'print screen' key and pasting the image into another document and print from there.

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. *What is the best browser currently to use?*

The best browser to use currently is Google Chrome on computers/laptops and Android devices.

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.

