

Moodle-based E-Learning FAQ

What software do I need to view the training?

The e-learning will work with most popular operating systems and browsers, though it has been specifically designed to work with the following:

Operating systems:

- Windows XP
- Windows Vista
- Windows 7
- Mac OSX 10.5 and 10.6

Browsers:

- Internet Explorer 6, 7 and 8
- Firefox 3 and above
- Safari 5
- Google Chrome 9 and above
- Opera 10 and above

Players and plug-ins:

- Adobe Flash Player 9 or higher – we recommend updating to the latest version
- Adobe Acrobat Reader 9 or higher to view PDF resources, such as your certificates.

To download the latest version of the Flash player, visit the site linked below:

<http://get.adobe.com/flashplayer/>

What is the minimum hardware specification?

The e-learning will run on a basic hardware specification, although the faster your computer, the better the content will run. We recommend the following specifications:

Processor: 500 MHz or faster (Mac: 233 MHz G3 or higher)

RAM: 256MB or higher

Screen Resolution: 1024x768 monitor display size

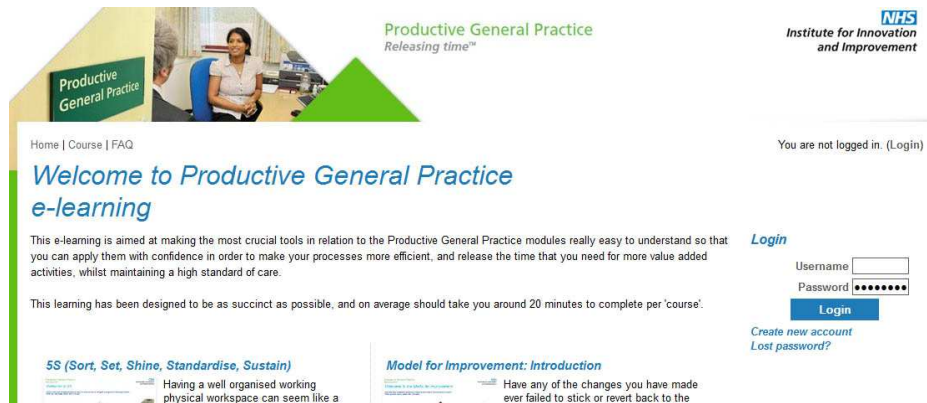
Audio: 16 bit audio; speakers or headphones are recommended, but not required.

Video: 16 bit graphics

Input Devices: Keyboard and Mouse

I've forgotten my password.

If you forget your password, you can reset it by going to the www.pgplearning.co.uk portal login page. You must then click on the button 'Yes, help me log in' under the 'Forgotten your username or password?' heading. You will be emailed with a new pass code and instructions on how to reset your password.



My login details are invalid.

You may find that your details are incorrectly reported as invalid when logging in. If you are accessing the site using the link sent in your confirmation email, you will be applying a single-use confirmation code to the system that it has already recorded, resulting in the invalid log in message being displayed. Please do not use your confirmation email to reach the log in screen. Please only use the www.pgplearning.co.uk main page to log in and bookmark the site for future reference.

If you have registered but your account was not activated within a week of submitting your registration form, your confirmation email may have expired. Your details will have been cleansed from the site for security reasons, so you'll need to complete your registration again.

How do I access the content?

After logging into the site, you will see the courses you are currently enrolled in / have access to beneath the Welcome message. Select the course title to access the learning content's launch screen.



Once you have accessed the course, you will see three options that you can click on. At the top of the list is the learning content. Beneath this is the course certificate, which you can print upon completing the module. At the bottom of the list is a link to the discussion forums for that module, where you can discuss the learning with other users.

Alternatively, on the home page, you can press the 'All Courses' button to display a list of the e-learning content available. There is also a search function here, which allows you to search for a particular course if you know its name.

I can't launch the course.

If nothing happens when you click on the course launch button, your browser pop-up blocker or toolbar may be stopping the new window from opening. Please be aware that disabling your browser's built in pop-up blocker may not disable all blockers that are active. You may have a toolbar that includes its own pop-up blocker which is also stopping the window from launching.

Please see below for instructions on how to override the most common pop-up blockers.



Internet Explorer

To turn off the pop-up blocker:

- Go to the **'Tools'** menu and select **'Pop-up blocker'**
- Select **'Turn off pop-up blocker'** to stop the service

If you wish to continue using the pop-up blocker for other sites:

- Go to the **'Tools'** menu and select **'Pop-up blocker'**
- Select **'Pop-up blocker settings'**
- Enter the address www.pgplearning.co.uk to the 'Address of website to allow' text field
- Click **'Add'** and then **'OK'** to close the window.



Firefox

To turn off the pop-up blocker:

- Go to the **'Tools'** menu and select **'Options'**
- Select **'Content'**
- Untick the **'Block popup windows'** check box

If you wish to continue using the pop-up blocker for other sites:

- Go to the **'Tools'** menu and select **'Options'**
- Select **'Content'**
- Click on the **'Exceptions'** button next to the **'Block popup windows'** check box
- Enter the address www.pgplearning.co.uk to the 'Address of website to allow' text field
- Click **'Enable'**
- Select **'Close'** and then **'OK'**.



Safari

For Safari the pop-up blocker can only be turned on or off. To turn the feature off:

- Go to the **'Edit'** menu
 - If there is a tick next to the 'Block pop-up windows' option pop-up blocking is enabled - click to disable
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Google Chrome

- Click the spanner icon at the top right of the browser window
- Select **Options**
- Select the **Under the bonnet** tab on the left of the window
- Select the **Content settings...** button at the top of the window
- Click the round button next to **Allow all sites to show Pop-Ups** option.
- Close the Options panel by closing the tab, using the **X** button of the tab.



Opera

- Click the **Tools** menu and select **Preferences...**
- On the **General** tab, select **Open all pop-ups**
- Select the **OK** button

Note: All settings can be restored by repeating these steps.

Google toolbar

- To let a pop-up through on a one-time basis, press and hold the '**Ctrl**' key as you click on a link.
- Right click on the **Google** button and select **Google toolbar options**. Select **Tools** on the window that pops up, then click the tick next to **Pop-up blocker**. This box should *not* have a tick in, so clicking will remove it. Click the **Save** button to return to the website.
- To completely disable the pop-up blocker, right-click on **Google** button and select **Google Toolbar Options**
- In the window that appears, select **Tools** from the panel on the left

- Click the tick next to **Pop-up Blocker**
- Click the **Save** button
- Press **F5** on your keyboard to refresh the page

Yahoo toolbar

- Press and hold the **'Ctrl'** key while clicking a link to override Pop-Up Blocker and allow any pop-up windows resulting from the click.
- Turn off Pop-Up Blocker by clicking on the Pop-Up Blocker menu and un-checking the **'Enable Pop-Up Blocker'** option.
- Add the source of the pop-up window to your **'Allowed List'** by clicking the Pop-Up Blocker menu and selecting **'Always Allow Pop-Ups From...'** Next, select the site from the **'Sources of Recently Blocked Pop-Ups'** list and click **'Allow.'**

AOL toolbar

- Click **'Settings'** on the AOL toolbar.
- Click **'Pop-Ups'** in the **'Essentials'** tab.
- In the **'Web Pop-Ups'** tab of the **'Pop-Up Control Settings'** window, select **'Allow Web pop-ups from these sites'** from the available options.
- Enter www.pgplearning.co.uk and click **'Add'**. Click **'Save'**.

There are many other toolbars that can be installed to your browser which have their own built-in pop-up blockers. If you can't find the instructions here, you may be able to locate instructions online.

I still can't launch the course.

You will need to ensure that you have JavaScript enabled in your browser to launch the course content. This should be enabled by default, but if you need to change your settings, please follow the steps below.



Internet Explorer

- Go to the **'Tools'** menu and select **'Internet Options'**
- Select the **'Security'** tab
- If the security level is set to **'Medium-high'** or lower JavaScript will already be enabled.
- If the security level is set to **'Custom'** click on the **'Custom level'** button, scroll down to the **'scripting'** section and enable **'Active scripting'**.



Firefox

- Go to the **'Tools'** menu and select **'Options'**
- Select the **'Content'** tab
- Make sure the **'Enable JavaScript'** check box is ticked.



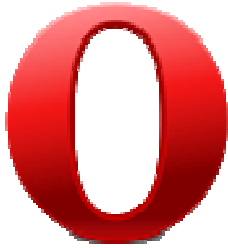
Safari

- Go to the **'Edit'** menu and select **'Preferences'**
- Select the **'Security'** tab
- Make sure the **'Enable JavaScript'** check box is ticked.



Google Chrome

- Click the spanner icon at the top right of the browser window
- Select **Options**
- Select the **Under the bonnet** tab on the left of the window
- Select the **Content settings...** button at the top of the window
- Click the round button next to **Allow all sites to run JavaScript (recommended)** option.
- Close the Options panel by closing the tab, using the **X** button of the tab.



Opera

- Click the **Tools** menu and select **Preferences...**
- Select the **Advanced** tab at the top of the **Preferences** window
- Select **Content** from the white panel on the left
- Click the box next to **Enable JavaScript**
- Select the **OK** button

Please note, all settings can be restored to their previous state by repeating these steps.

I can't view the course after launching.

If the course content is not displayed, the most likely reason is that you do not have the Flash Player plug-in installed, or you may have an older version of the Flash Player. If this is the case, a message will be displayed in the browser window instructing you to visit the Flash Player download page at <http://www.adobe.com/products/Flashplayer/> to download the latest version. We recommend that you always have the latest version of the player installed.

Alternatively you may receive a message saying that your Flash player has blocked access to the content. To change your Flash security settings, please follow these steps:

- 1) In your browser, go to http://www.macromedia.com/support/documentation/en/Flashplayer/help/settings_manager04.html. This launches the Global Security Settings panel on the Macromedia website, which controls the security settings of Flash Player on your PC.
- 2) In the Global Security Settings tab, tick the box 'Always Allow'.
- 3) There is not a Confirm or OK button, so just close your browser to save the settings.

4) Re-launch the course; the content should now be displayed correctly.

The course has loaded but I cannot find a 'next' or 'continue' button.

The first thing to try is to press the F11 key with the course window open – this removes the frame of the browser, displaying more of the screen's active area. To restore your browser's frame, press F11 again.

The course is designed to run at a resolution of 1024 x 768 or higher. If you are running the course at a lower resolution, you may find that you are unable to view all of the content displayed on screen. If you are using a netbook or a laptop to access the course, you are likely to encounter this issue. Once you have set your screen resolution to the correct setting, you will find the 'next' or 'continue' button will be visible in the lower right hand corner of the screen.

I can't find my course certificate.

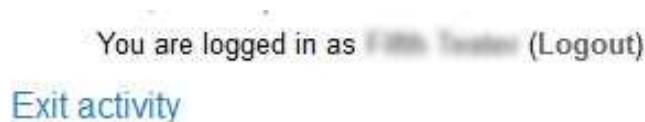
If the course you're taking includes certification, you can find the course certificate on the main page for the course module. Once you have logged into the site, select the module you require the certificate for in the right hand panel labeled 'My Courses'. There is a link to the certificate under the course launch link.

How do I close the course?

To exit the course correctly, please ensure that you use the Exit button within the course window, as seen below:



When you have clicked the Exit button, you will be asked to confirm that you wish to exit the course. After confirming, you will be taken to the page you launched the activity from. On this page, you will find a link marked 'Exit activity'. Once you have clicked this link, your progress should be correctly recorded on the system.



The site has said I've lost connection to the Moodle – what does this mean?

The reason is a break in communication between the courseware and the Learning Management System (LMS). Due to the course being stored locally (caching) it will progress you through it without needing contact with the LMS until the score or the page location is sent on 'exit'. If the connection has dropped the score will not get to

the database. If you have closed the training portal after launching the course material, you may experience a loss of connection and your progress will not be tracked.

Additional info

Can I update my profile details?

To edit your profile details, click the Update Profile link in the top green navigation bar. Here you can edit your name, email address, whether your email address is displayed to other users, your location, time zone and preferred language.

You can also add a description containing information about yourself, add a picture for your profile or add various other contact details for yourself, such as your MSN ID, institution, department, phone number or mobile number. In the Other field, you can add the sector you work in. Once you have entered these details, click the Update Profile button to save your changes.

There are many other advanced features within the profile editing screen that you can use to define how the site works for you.

Within the profile update area, you can also view your posts on the discussion forums, any notes you have created during the learning; and activity reports to monitor your progress throughout the learning content.

I'm still having difficulty using the site.

If you still find you're having problems accessing the course, assessment or your certificate, or any other technical difficulty using the e-learning portal, please contact the Service Desk at esd@epic.co.uk