

ONLINE LEARNING TIPS, TRICKS & TROUBLESHOOTING!

We understand that technology can be frustrating at times! We have put together a list of tips and troubleshooting suggestions if you need some help along the way.

Please do not be daunted by the list of instructions, the registration and online learning is NOT COMPLICATED. IF there is a system error you will be notified, 99.9% of the time it is a user error.

REGISTRATION

I HAVE BEEN EMAILED A LINK...Click on the link and choose the date and the course you need to do and follow the prompts. ****Please only register for 1 course!** (Please note First Aid INCLUDES CPR!)

MY WORKPLACE REGISTERED FOR ME OR I HAVE PAID AND BOOKED INTO A COURSE...You will receive an email inviting you to enrol, simply click the **CLICK TO ENROL** button. (If you haven't receive it, check junk!) ↓

1. Click Here to Enrol



Click Here to Enrol

2a. If you are new to F.A.S.T. First Aid Training or the TRAINING DESK, click **ACCESS YOUR ACCOUNT** ↓↓

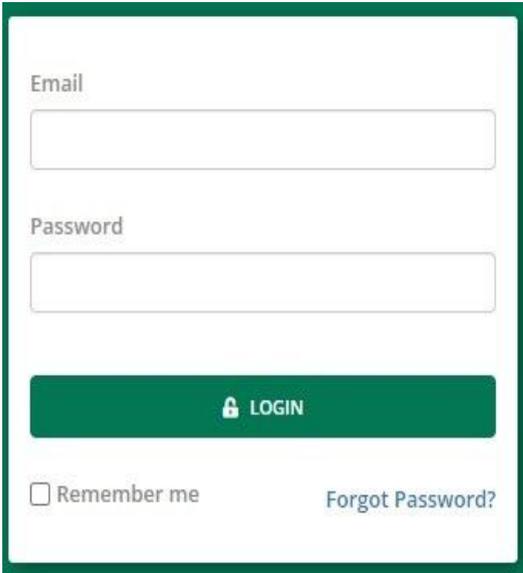


Start here if you're a new user



ACCESS YOUR ACCOUNT

2b. If you already have an account with the TRAINING DESK, log in using your email and password ↓



Email

Password



LOGIN

Remember me

[Forgot Password?](#)

* **REMEMBER** which email address you used for your registration. This will be your login email.

Access your profile / online learning any time at
www.trainingdesk.com.au

ONLINE LEARNING TIPS

Once registered you can log in and out as many times as you like to complete your online learning, simply go to www.trainingdesk.com.au and enter the email address you used to register and the password you created. The window will look the same in the image 2b.

- You can do the online learning at any time and at your own pace.
- Use Chrome as your browser
- We recommend using a computer, laptop or ipad (screen size on a smartphone is too small)
- You must let the ENTIRE video play before you do each quiz, Click **NEXT** at the end of the video
- The unit will turn green when it is completed

**** Please DO NOT register a second time!**

ONLINE LEARNING TROUBLESHOOTING

Below are some troubleshooting tips to help you:

1. Are you using Chrome as your browser?
2. Are you watching the ENTIRE video (no fast forwarding!) clicking NEXT at the end of each video?
3. If you are using NBN which is known for its 'dropouts' this could be the issue
4. Are you doing it on your phone? Online learning is designed to be done on a larger screen, try using a computer or ipad.
5. Is there a firewall on your work computer limiting your access, try using a different computer
6. If you receive an email saying that your online learning is incomplete it is likely that one video has not turned green. Please log back in and make sure every section is GREEN!!!

USI NUMBERS

Unique Student Identifiers (USI numbers) are a government requirement and are outside of our control. If you cannot find your usi number or need to create one go to www.usi.gov.au

Troubleshooting tips:

1. Are you entering your legal name, as per your drivers license
2. Double check the number! Is the Z a 2 or the S a 5!
3. Have you entered your date of birth correctly

In the training desk it will give you a green tick or a yellow caution, you will be able to identify which section is incorrect.

You can also log into your USI account and update your details for example if you no longer have access to the email you registered your usi number with.

If you are still having issues or you have entered an invalid email address please email training@fastfirstaidtraining.com.au Please allow up to 24 hours for a response.