CPR First Aid

Theory Portal Technical Issues – Helpsheet

Unable to access the portal at all?

➢ Contact our office on 1300 642 427
➢ Make sure you complete all personal information to gain access

Lagging issues or modules slow to load?

➢ Check internet connection and speed
➢ It is recommended you use Google Chrome if on a Windows PC/Laptop

Module Not Working or Getting 'Stuck'?

➢ From time to time there are content changes in our courses which means an entire module is replaced. If you already had access to the theory prior to a change of module and have not yet finished your module nay appear 'stuck' and you will be unable to click the forward button.
➢ If you experience this please contact us to advise which module you are unable to complete so we can reset your module. This will ensure you are completing the most current module and course content.

Logging in as another user, not your account?

➢ You will need to **clear your cache** by following the below instructions for each browser

For Google Chrome:

➢ On your computer, open Chrome.
➢ On your browser toolbar, click More **More Tools Clear Browsing Data**.
➢ In the "Clear browsing data" box, click the checkboxes for **Cookies and other site data** and **Cached images and files**.
➢ Use the menu at the top to select the amount of data that you want to delete. Choose **beginning of time** to delete everything.
➢ Click **Clear browsing data**.

For Internet Explorer:

➢ Select Tools (via the Gear Icon) > Safety > Delete browsing history.... (NOTE: You can also access this menu by holding Ctrl + Shift + Delete.)\
➢ You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

For Firefox:

- From the History menu, select Clear Recent History.
- If the menu bar is hidden, press `Alt` to make it visible.
- From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
- Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
- Click Clear Now.
- Exit/quit all browser windows and re-open the browser.

For Microsoft Edge:

- In the top right, click the Hub icon (looks like three horizontal lines).
- Click the History icon, and then select Clear all history.
- Select Browsing history, then Cookies and saved website data, and then Cached data and files. Click Clear.
- After the "All Clear!" message appears, exit/quit all browser windows and re-open the browser.

For Internet Explorer 9 (and higher):

- Select Tools (via the Gear Icon) > Safety > Delete browsing history....
- If the menu bar is hidden, press `Alt` to make it visible.
- Deselect Preserve Favourites website data, and select:
  1. Temporary Internet files or Temporary Internet files and website files
  2. Cookies or Cookies and website data
  3. History
  4. Click Delete. You will see a confirmation at the bottom of the window when the process is complete.
  5. Exit/quit all browser windows and re-open the browser.

For Opera:

- From the Opera menu, select Settings, and then Delete Private Data....
- In the dialog box that opens, select the items you want to clear, and then click Delete.
- Exit/quit all browser windows and re-open the browser.

For Safari:

Safari 8
- From the Safari menu, select Clear History and Website Data....
- Select the desired time range, and then click Clear History.
- Go to Safari > Quit Safari or press `Command-Q` to exit the browser completely.

Safari 7 and below
- From the Safari menu, select Reset Safari....
- Select the items you want to reset, and then click Reset. As of Safari 5.1, Remove all website data includes both cookies and cache.
- Go to Safari > Quit Safari or press `Command-Q` to exit the browser completely.

If the issue still persists, contact us (admin@cprfirstaid.com.au) and we can send you a PDF copy of the workbook.