eLearning Frequently Asked Questions

If you experience problems that are beyond the scope of this document, we suggest that you contact your local technical support.

The Learning Partnership *provides eLearning courses developed to work on most common computers and their operating systems.*

How can I access eLearning?	▪ Visit **The Learning Partnership's** website at www.thelearningpartnership.ca ▪ Scroll down to click on the eLearning icon
What if I have forgotten my password?	▪ Click on ***Lost Password?*** on the Home Page and follow the instructions ▪ You will receive an email with a new *temporary* password ▪ You can change your temporary password to something more meaningful to you by going into your Profile ▪ If you do not receive your temporary password within a few minutes, it may be caught in your junk mail or spam folder (Sometimes your firewall program traps emails and stores them there.)
How can I test to ensure the videos will work with my computer?	▪ Try watching a *YouTube* video on your computer
What if I am having trouble navigating in the course?	▪ Work through the **Navigation Module**
What equipment do I need to use the eLearning course?	You will need: ▪ an Internet connection ▪ a computer that has an Internet browser (such as Firefox or Explorer), flash player, and Adobe Reader and Adobe Flash Player These software programs are already installed on most computers, but if they are not on your computer, you can download them here: 　　Adobe Reader: http://get.adobe.com/reader/

	Adobe Flash Player: http://get.adobe.com/flashplayer/ ▪ To ensure that the Internet is working, try opening other common websites like Google or Yahoo.
What do I do if the video stops?	▪ Try restarting the video ▪ Refresh the web page ▪ Use the arrow keys on the panel beside the video
Can I see the video clips on my iPad, iPhone or iPod?	▪ Unfortunately the video is not compatible with these products

What do I do if I am still having trouble?	▪ For issues related to your computer or local network, contact your local technical support
	
	▪ For technical issues related to the eLearning course, email:
	
	  ▪ Judi Codd at jcodd@thelearningpartnership.ca
	or
	  ▪ Humberto Garcia at hgarcia@thelearningpartnership.ca
	
	▪ You can expect a response within 24 hours