

Fixing Common Problems with the Online Induction

Logging In

If you have not previously registered for an induction you will need to do so.

- 1) Click on the “**I have to register for an induction**” button.
- 2) Enter your first and last name, a valid email address; select the type of induction and enter a valid phone number.
- 3) Click on the **Submit** button and your user id and password will be emailed to you.
- 4) Once you have the email, copy and paste the user id and password into the correct boxes.
- 5) Click on the **Login** button and choose accept if your browser offers to save your user id and password.

If you think you have previously registered but can't remember your password.

- 1) Click on the “**I have forgotten my password**” button.
- 2) In the Password Reminder window enter your First and Last Name and email address.
- 3) Click on **Submit** and an email with user id and a new password will be emailed to you.
- 4) Once you have the email, copy and paste the user id and password into the correct boxes.
- 5) Click on the **Login** button and choose accept if your browser offers to save your user id and password.

Once you have logged in, read the Acknowledgement text then select the box below it to say you understand and accept the conditions.

Then select anywhere under the **Module** heading to start the induction. You will get a popup box that asks if you want launch the module. Select **OK**.



MODULE	ESTIMATED RUNTIME	COMPLETED
 Port of Townsville Online Port User Induction	50 mins	0%
ESTIMATED TOTAL: 50 mins		

If you don't receive an email you may have entered a wrong email address.

Contact the Administrator on 47811660 and it can be checked or changed.

If you enter the user id and password manually and get an **invalid user or password** error message try doing a copy and paste from the email. This reduces the chance of having a blank space in the user id or mixing up “O” and 0 (zero) or “I” (capital i) and “l” (lowercase L) in the password.

Menu Bar

If the Menu Bar is not visible, right click on the blank area to the right of the address bar and select Menu bar from the menu.



Pop Up Blockers

If the module doesn't launch you may have a popup blocker enabled and you will need to turn it off.

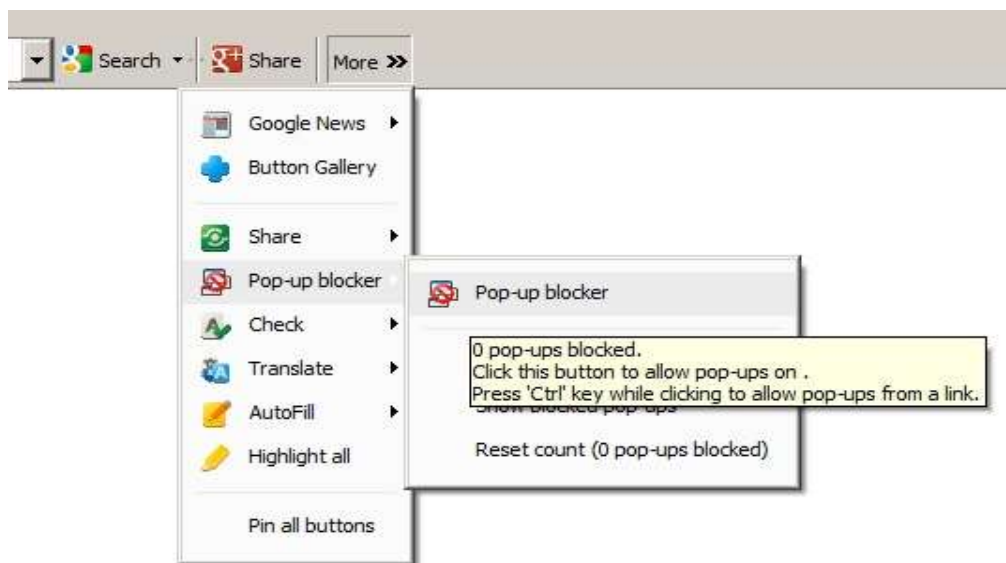
Internet Explorer

- 1) Go to the Tools menu, select Pop-up Blocker, and then click on Turn off Pop-up Blocker.




If you have the Google Toolbar installed it has a popup blocker as well.

- 1) Select the **Pop-up Blocker** or the **More** button on the toolbar.
- 2) Then select the **Pop-up blocker** item.
- 3) Then allow pop-ups from **www.cell-training.com**.



Google Chrome

- 1) In the top-right corner of Chrome, click the Chrome menu .
- 2) Select **Settings**.
- 3) Click **Show advanced settings**.
- 4) Under "Privacy," click the **Content settings** button.
- 5) Under "Pop-ups," select **Allow all sites to show pop-ups**.

Update Flash Player

Adobe Flash is used in the induction so if you start the module and get a blank window or a window with a yellow star you will need to update the flash player.

Go to this address <https://get.adobe.com/flashplayer/> and install the latest version. After install you may need to close and open your browser for it to work properly.


Induction Freezes or can't continue.

If the inductions freezes or you can't continue to the next module your browser may have had a problem downloading the next module.

Internet Explorer

- 1) Logout of the induction. The system will remember how far you got and return you to that place the next time you login.
- 2) Go to **Tools** then **Internet Options** in the menu.
- 3) Select the **Delete** button in the **General** tab.
- 4) In the **Delete Browsing History** window tick only **Preserve Favourites website data** and **Temporary internet files and website files**.
- 5) Click on the **Delete** button. This will flush all the cached browser files and force the browser to download replacement files.
- 6) Close those windows and login to the Induction site again.
- 7) When asked if you want to Restart or Resume, choose Resume from where you left off.

Google Chrome

- 1) Logout of the induction. The system will remember how far you got and return you to that place the next time you login.
- 2) Click the Chrome menu  on the browser toolbar.
- 3) Select **More tools**.
- 4) Select **Clear browsing data**.
- 5) In the dialog that appears, select only the **Cached images and files**.
- 6) Use the menu at the top to select the amount of data that you want to delete. Select **beginning of time** to delete everything.
- 7) Click **Clear browsing data**.
- 8) Login to the Inductions site choose Resume from where you left off.

Try another Browser

Because of the number of different browsers available and the multiple versions of those browsers we are unable to make sure the induction works on all of them so if all the above fails please try using another browser.

The induction works on the following.

Internet Explorer from version 8 to 11.

Google Chrome up to version 43.