Getting Started on E-Learning
Frequently Asked Questions

> ***This document contains hyperlinks to information that requires an internet connection.***
> ***The hyperlinks are underlined and in italics, e.g. the hyperlink to*** *elearningza@sage.com* ***is***
> ***e-Learning Support.***

What are the minimum system requirements to view the e-Learning training presentations?

PC (Desktop or Laptop):

Flash Player 10.3 or later (*http://www.adobe.com/go/getflash*), and one of the following browsers:
- Windows: Internet Explorer 8 and later, Firefox (latest version), Google Chrome (latest version).
- Mac: Safari 7 and later, Google Chrome (latest version).

View this *Sample Presentation* to test if your PC meets the abovementioned requirements.

The biggest file you will typically be required to access is 128MB (Megabytes). How could that impact on your learning experience?

The size of the file determines how long the presentation will take to open, or be delivered. The speed at which content is delivered and received via the internet is known as bandwidth. The bigger the bandwidth, the faster the presentation will be delivered.

It is therefore highly recommended that you take your bandwidth size into consideration before attempting the training.

I can't log in!

First of all, confirm that you are typing your username and password correctly. Your password will have at least 8 characters, at least 1 numerical digit, at least 1 lower case letter, at least 1 upper case letter and at least 1 non-alphanumeric character.

I still can't log in!

If you are sure your password and username is correct, but you still can't login, try using a different browser, for example, *Chrome* or *Mozilla Firefox*.

I STILL can't log in!

E-mail a request for a password or username confirmation to *e-Learning Support*.

I've forgotten my username/password! How can I get it back?

E-mail a request for a password or username confirmation to *e-Learning Support*.

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The e-Learning site says I need cookies enabled for me to log in, how do I enable them?

Please see the guides below for instructions:
- *Mozilla Firefox*
- *Internet Explorer*
- *Google Chrome*
- *Safari*
- *Opera*

Why does the e-Learning site need cookies?

The site uses cookies to keep track of your session.

Two cookies are used by this site:
- The essential one is the session cookie, usually called MoodleSession. You must allow this cookie into your browser to provide continuity and maintain your login from page to page. When you log out or close the browser this cookie is destroyed (in your browser and on the server).
- The other cookie is purely for convenience, usually called something like MOODLEID. It just remembers your username within the browser. This means when you return to this site the username field on the login page will be already filled in for you. It is safe to refuse this cookie - you will just have to retype your username every time you log in.

When I click on a link to view a presentation it shows a blank screen, why?

Pop-ups must be allowed in your browser.

Please see the guides below for instructions:

- *Mozilla Firefox*
- *Internet Explorer*
- *Google Chrome*
- *Safari*
- *Opera*

Why must my browser allow pop-ups for the e-Learning site?

A pop-up is a small web browser window that appears on top of the website you're viewing. The presentations viewed during the training are set to open in a new window, and is therefore classified as a pop-up. If pop-ups are not allowed, then your browser will not allow the presentations to open.

I am at home, but have no internet connection. Will I be able to view the e-Learning presentations off-line?

No, the presentations can only be viewed while you are connected to the internet. The reference material provided in the presentations can be printed for use off-line.