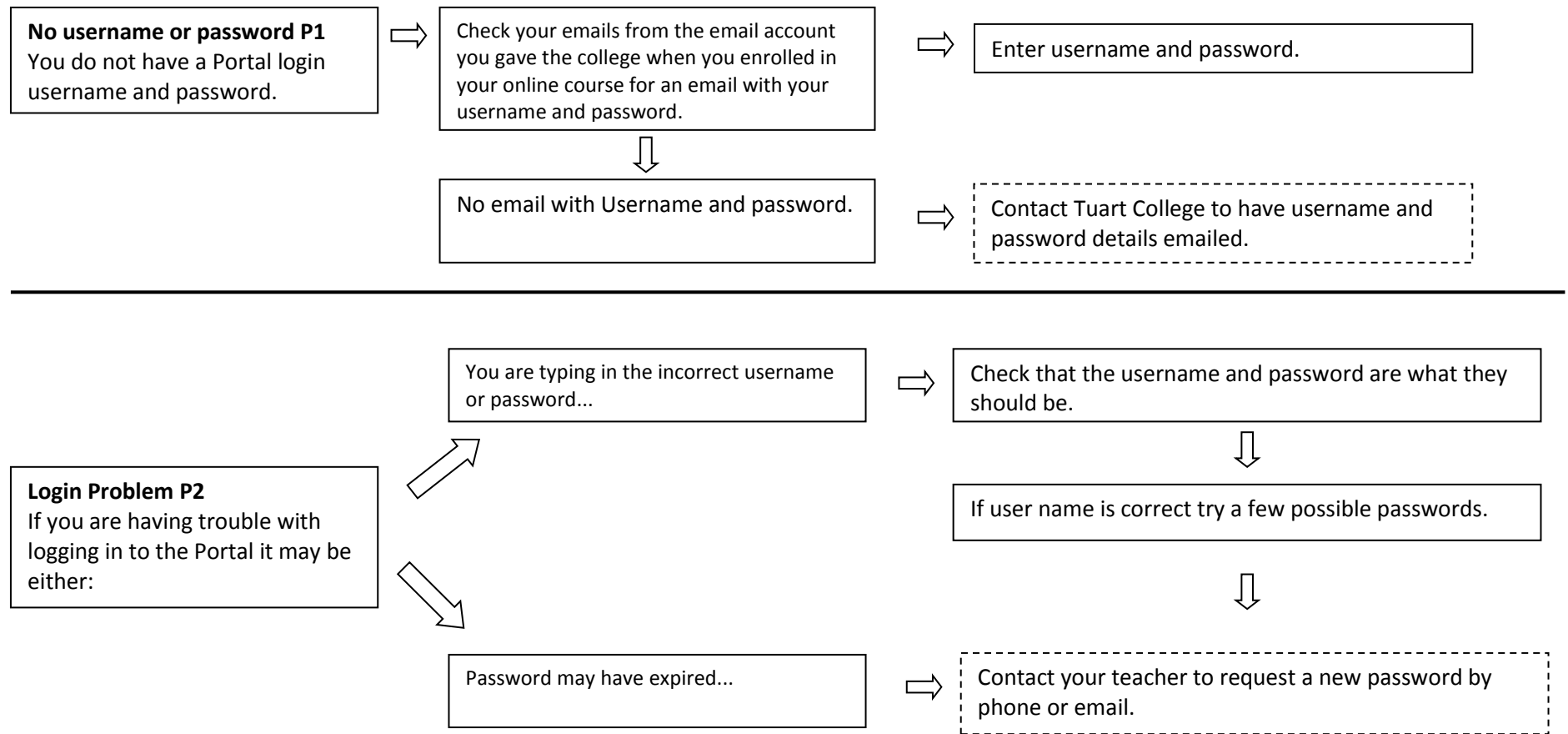


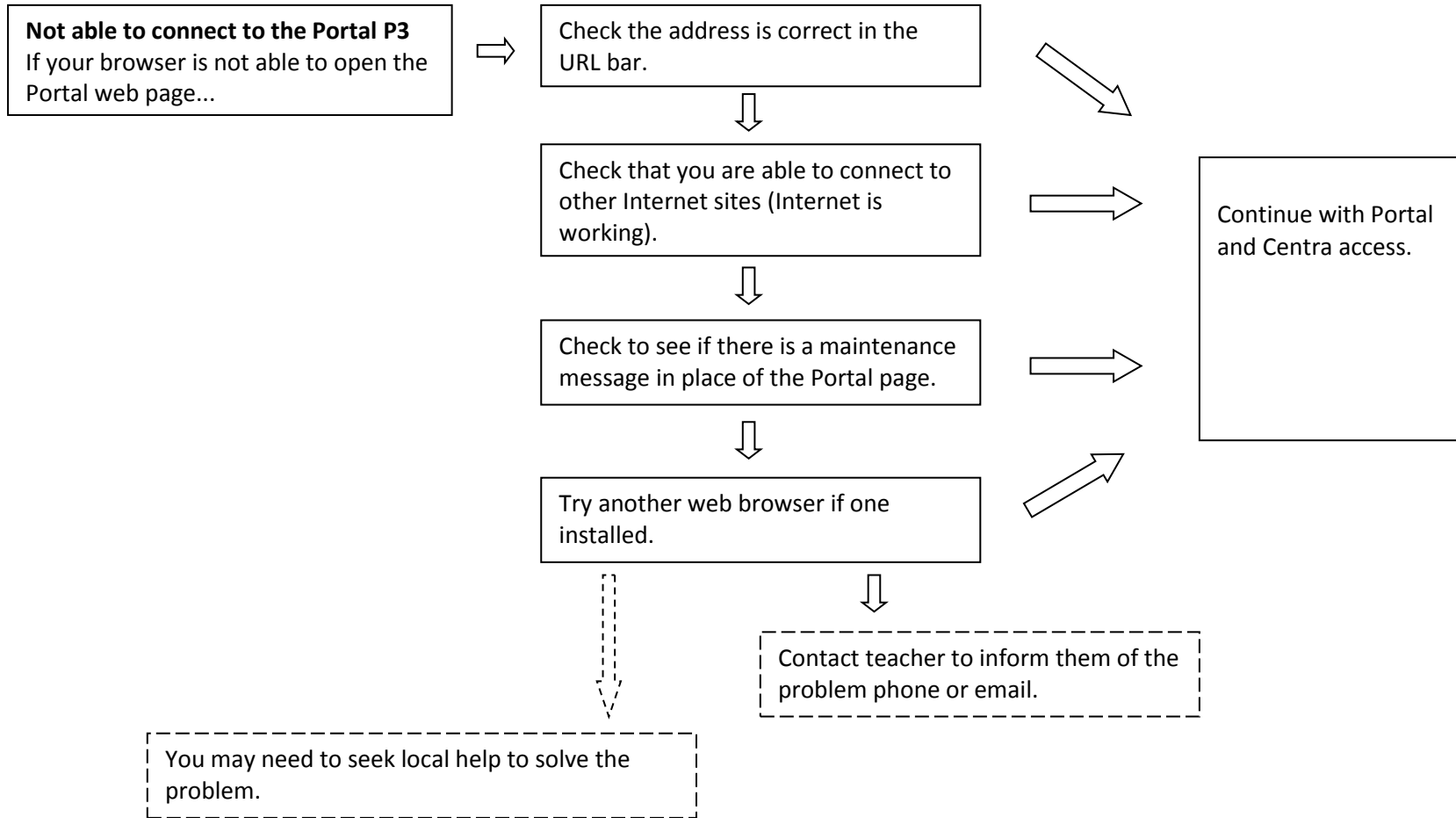
# Online Learning Problem Solving Guide

**Note:** This document is provided as a general guide to aiding in solving some common problems related to using online learning resources. Your computing equipment and services must be fully functional before attending any classes. If the following steps do not work it may be necessary to seek local help to solve your particular computer problems. The College cannot accept any responsibility for your computer systems and Internet services that may affect your use of our Open Learning resources.

## PORTAL

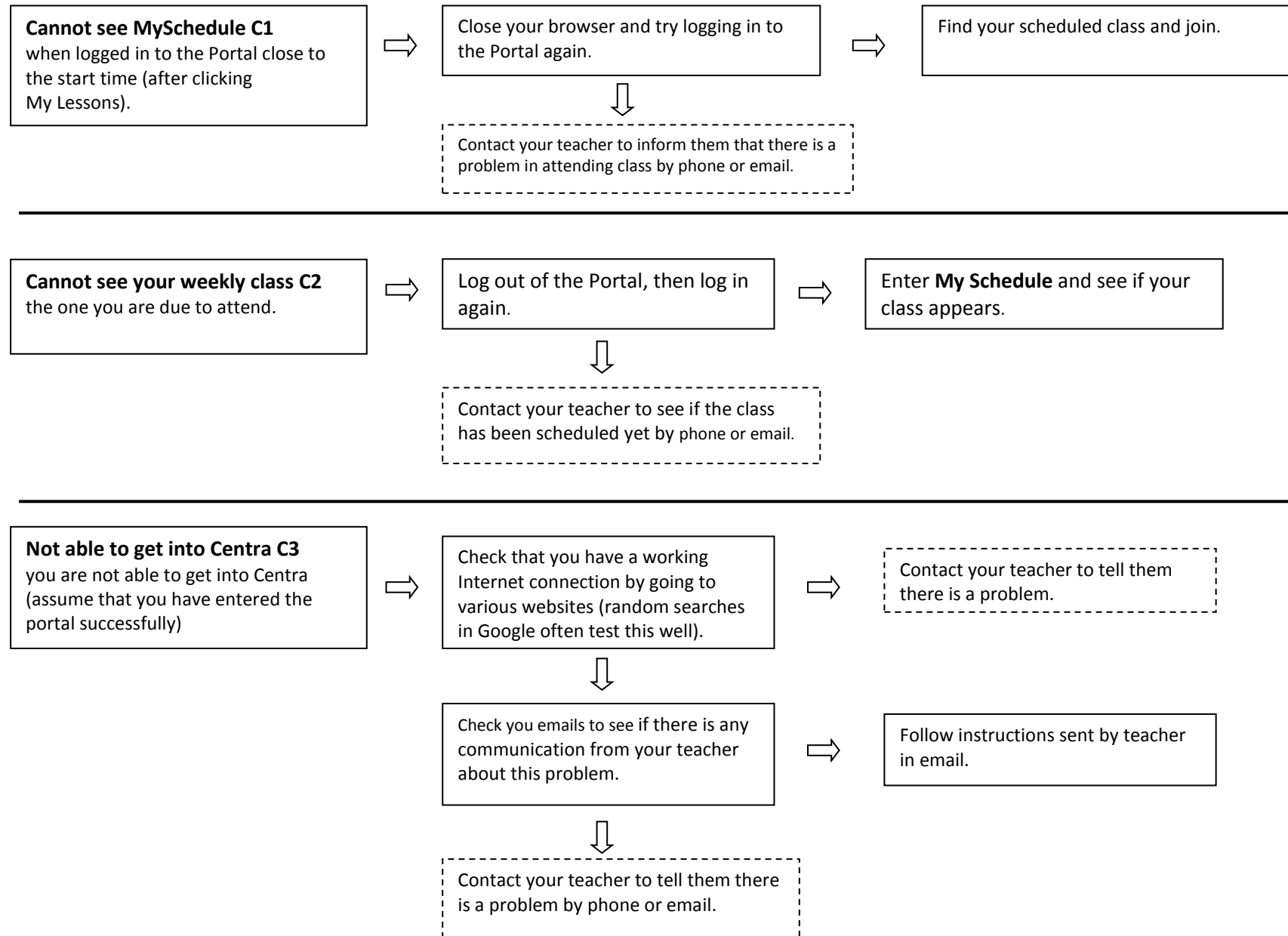
The Portal is your gateway to your online lesson and mail. If you cannot get onto the Portal you will not be able to attend online classes nor access your DoE (Department of Education) email.



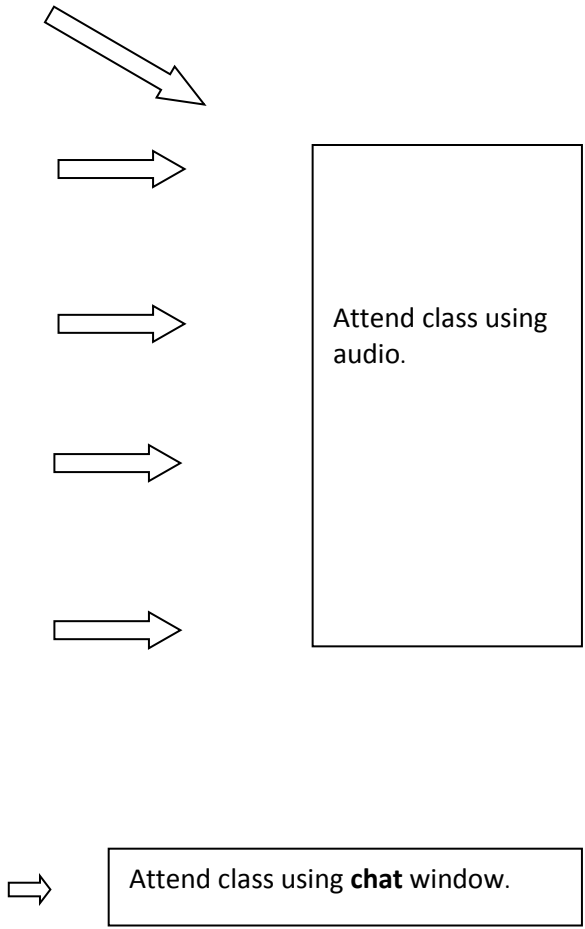
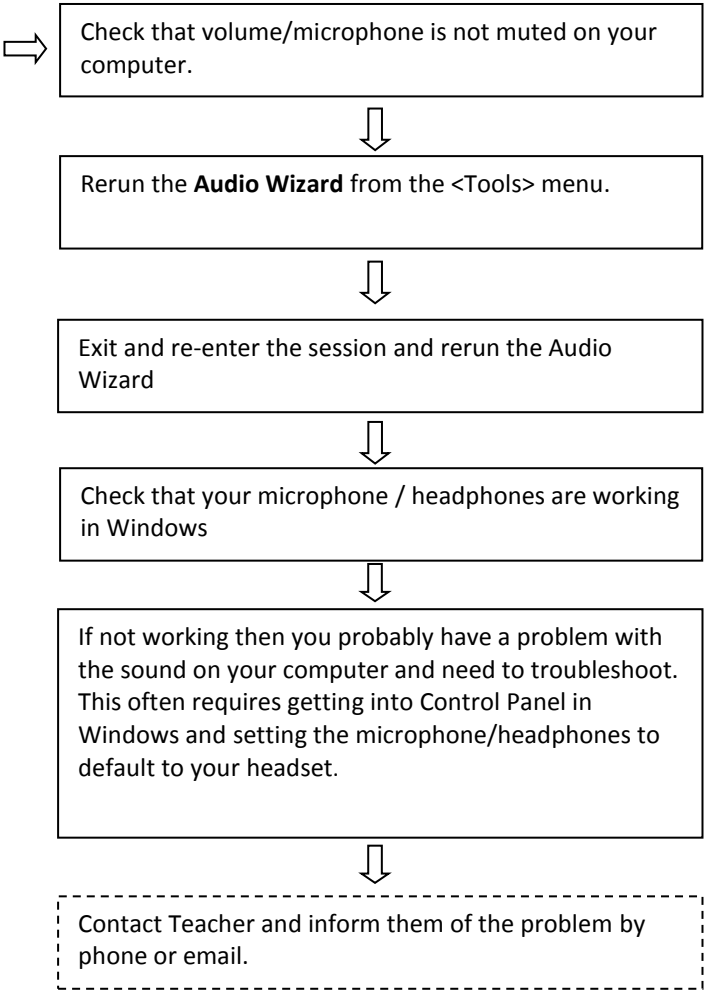


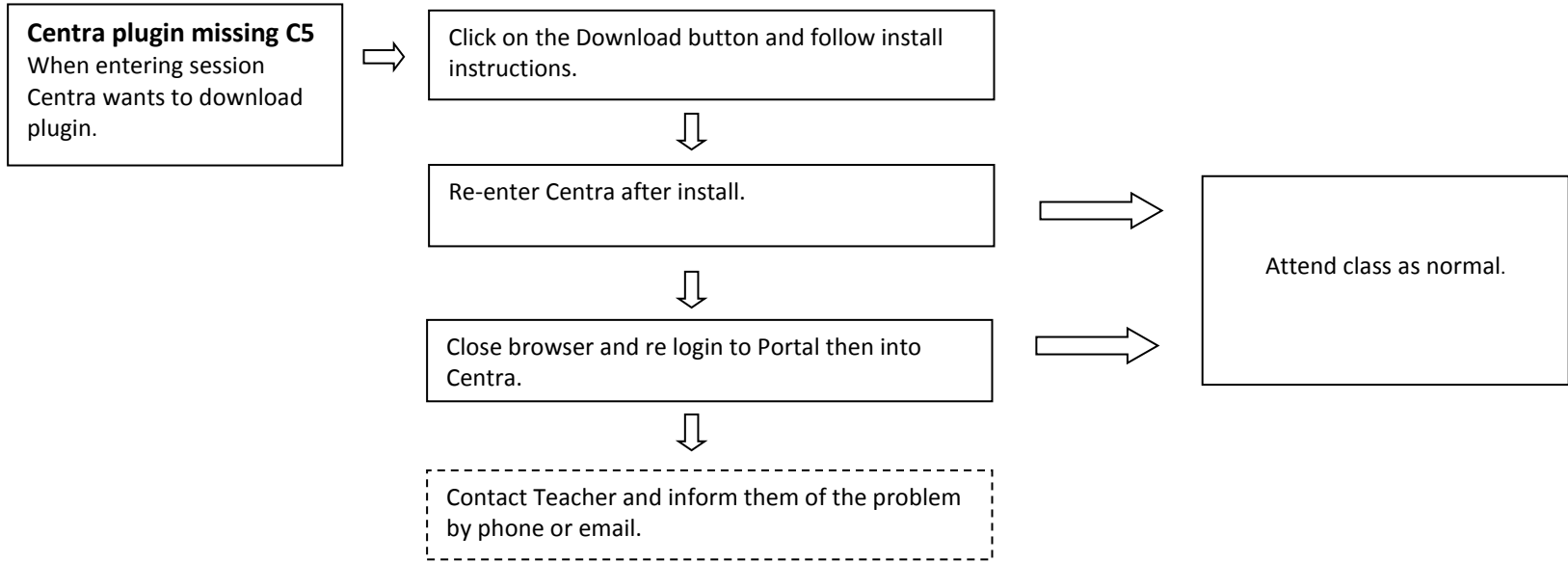
## CENTRA

Centra is the software interface for attending your online classes.



**Audio Problem C4**  
If either your microphone and/or your headphones are not working in Centra.





## MOODLE

Moodle is the website where you will find all your learning resources ([online.tuartcollege.wa.edu.au](http://online.tuartcollege.wa.edu.au)).

