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.

**No username or password P1**

You do not have a Portal login username and password.

- Check your emails from the email account you gave the college when you enrolled in your online course for an email with your username and password.
- Enter username and password.
- No email with Username and password.
- Contact Tuart College to have username and password details emailed.

**Login Problem P2**

If you are having trouble with logging in to the Portal it may be either:

- You are typing in the incorrect username or password...
- Check that the username and password are what they should be.
- Password may have expired...
- If user name is correct try a few possible passwords.
- Contact your teacher to request a new password phone or email.
Not able to connect to the Portal P3
If your browser is not able to open the Portal web page...

- Check the address is correct in the URL bar.
- Check that you are able to connect to other Internet sites (Internet is working).
- Check to see if there is a maintenance message in place of the Portal page.
- Try another web browser if one installed.
- Contact teacher to inform them of the problem phone or email.

You may need to seek local help to solve the problem.

Continue with Portal and Centra access.
**CENTRA**
Centra is the software interface for attending your online classes.

**Cannot see MySchedule C1**
when logged in to the Portal close to the start time (after clicking My Lessons).

- Close your browser and try logging in to the Portal again.
- Contact your teacher to inform them that there is a problem in attending class by phone or email.
- Find your scheduled class and join.

**Cannot see your weekly class C2**
the one you are due to attend.

- Log out of the Portal, then log in again.
- Enter My Schedule and see if your class appears.
- Contact your teacher to see if the class has been scheduled yet by phone or email.

**Not able to get into Centra C3**
you are not able to get into Centra (assume that you have entered the portal successfully)

- Check that you have a working Internet connection by going to various websites (random searches in Google often test this well).
- Check you emails to see if there is any communication from your teacher about this problem.
- Contact your teacher to tell them there is a problem by phone or email.
- Follow instructions sent by teacher in email.
Audio Problem C4
If either your microphone and/or your headphones are not working in Centra.

1. Check that volume/microphone is not muted on your computer.
2. Rerun the Audio Wizard from the <Tools> menu.
3. Exit and re-enter the session and rerun the Audio Wizard.
4. Check that your microphone / headphones are working in Windows.
   - If not working then you probably have a problem with the sound on your computer and need to troubleshoot. This often requires getting into Control Panel in Windows and setting the microphone/headphones to default to your headset.
   - Contact Teacher and inform them of the problem by phone or email.
5. Attend class using chat window.
Centra plugin missing C5
When entering session
Centra wants to download
plugin.

Click on the Download button and follow install
instructions.

Reenter Centra after install.

Close browser and re login to Portal then into
Centra.

Attend class as normal.

Contact Teacher and inform them of the problem
by phone or email.
MOODLE
Moodle is the website where you will find all your learning resources (online.tuartcollege.wa.edu.au).

Server not available M1
When correct URL entered not connecting to the college Moodle server.  
Address: online.tuartcollege.wa.edu.au

Check that you have full Internet by doing some searches.

Close browser and open again.

Try a different browser if installed.

Contact teacher to inform them of the problem.

Login to Moodle and access your course.

Login not working M2
Not able to login to Moodle.

Make sure that you are using correct username and password. Moodle username & password different from the Portal.

Check that Caps Lock not set on.

Contact teacher to inform them of the problem.

Login to Moodle and access your course.
**Enrolment key not working**

M3

Not able to enrol in a course when given the enrolment key.

- Check that you have selected the correct course and correct enrolment key is being used.
- Check that Caps Lock not set on.
- Contact teacher to receive an enrolment key.

**Lost username/password**

M3

You have forgotten/lost your username and/or password.

- Make sure that you are using correct username and password. Moodle username & password different from the Portal.
- Contact teacher to arrange for new password and/or remind you of your username.

**Moodle not running properly**

M4

Moodle screen has elements out of place or jumbled up.

- Make sure that you are running the latest version (update) for your browser or that Java has been updated.
- Try in a different browser.
- Contact teacher to inform them of the problem.