

Online Inductions – Troubleshooting

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General Information

Please launch Elevate and complete your learning on a PC, laptop or iOS / Android mobile device. If using a PC or laptop, launch Elevate in Chrome, Edge or FireFox otherwise you may experience issues.

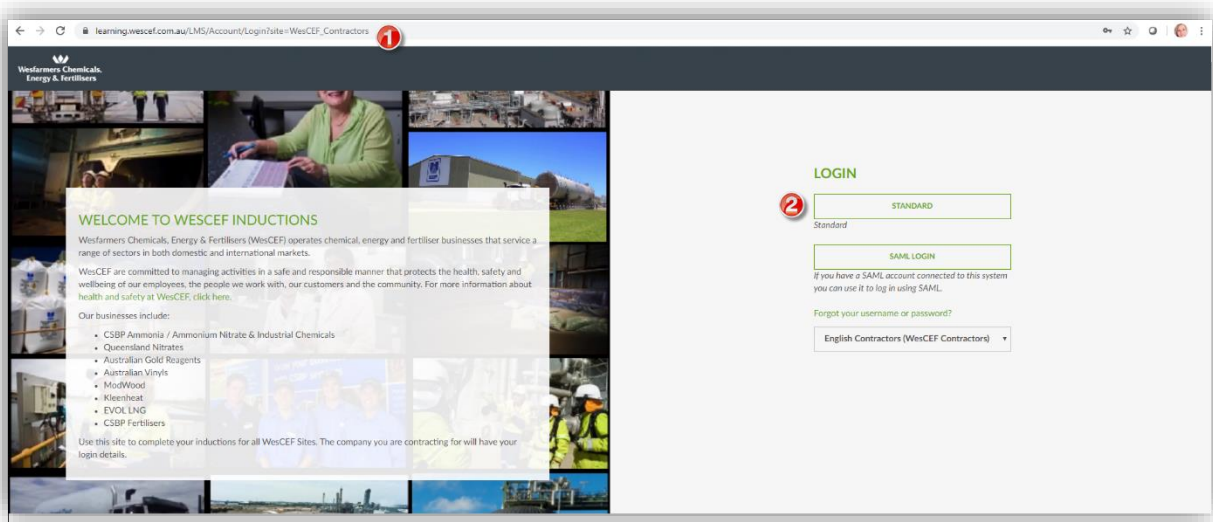
If you can't find the help you need in this document; contact us by email:

CSBPInductions@csbp.com.au; or
kpfinductions@kleenheat.com.au

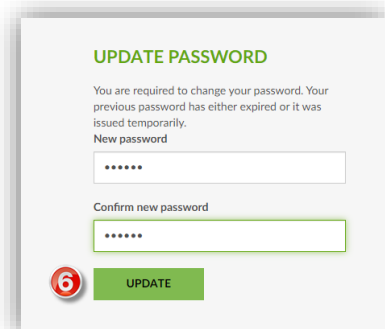
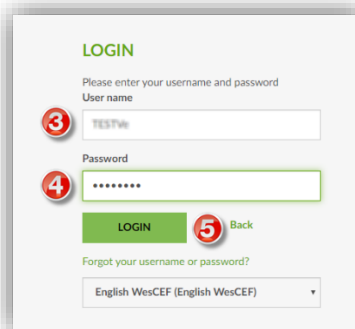
How do I access Elevate?

You should have received an Elevate registration email (from Learning noreply@learningsystem.info) with a link to the system and your username and password. If you haven't received a registration email, read the next section ([I haven't received my username and password](#)).

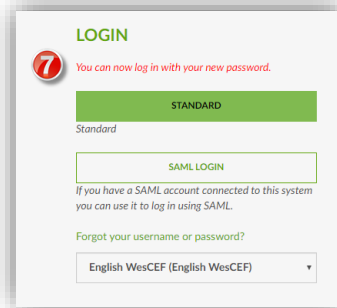
1. Using the link from the email, go to [Elevate](#)
2. Select the STANDARD login



3. Enter your username
4. Enter your password
5. Click LOGIN
6. You will be prompted to update your password



7. You can then login using your new password following steps 2 to 5 above
8. Read the User Agreement and click ACCEPT to continue



LOGIN

7 You can now log in with your new password.

STANDARD

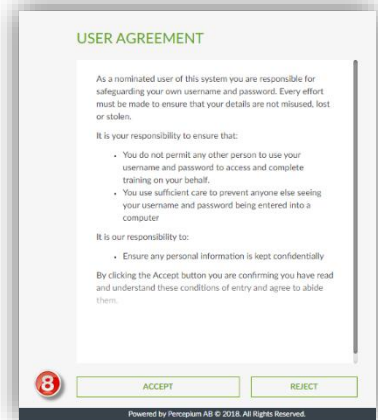
Standard

SAML LOGIN

If you have a SAML account connected to this system you can use it to log in using SAML.

Forgot your username or password?

English WesCEF (English WesCEF) ▼



USER AGREEMENT

As a nominated user of this system you are responsible for safeguarding your own username and password. Every effort must be made to ensure that your details are not misused, lost or stolen.

It is your responsibility to ensure that:

- You do not permit any other person to use your username and password to access and complete training on your behalf.
- You use sufficient care to prevent anyone else seeing your username and password being entered into a computer

It is our responsibility to:

- Ensure any personal information is kept confidentially

By clicking the Accept button you are confirming you have read and understand these conditions of entry and agree to abide them.

8

ACCEPT **REJECT**

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I haven't received my username and password

If you haven't received your username and password but your Company Administrator has received an Approved email for your booking, follow these steps.

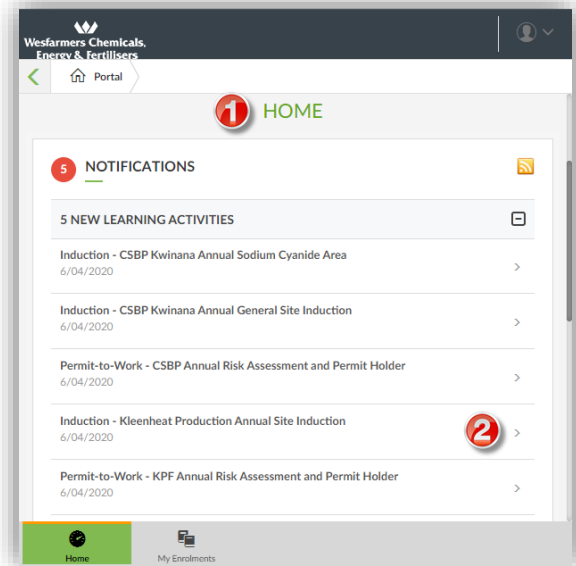
1. Check your Spam or Junk folder. The email is sent from **Learning** <noreply@learningsystem.info>
2. Ask your Company Administrator to check that your email address in the Induction Portal is correct:
 - If incorrect; they will need to update your address in the Induction Portal and email [CSBPInductions](#) to explain the update and request the registration email to be resent to you.
 - If correct; they will need to email [CSBPInductions](#) to ask for your registration email to be resent to you.

I can't find the online inductions in Elevate

1. From the HOME screen look at the NOTIFICATIONS panel which lists the inductions you have been enrolled into

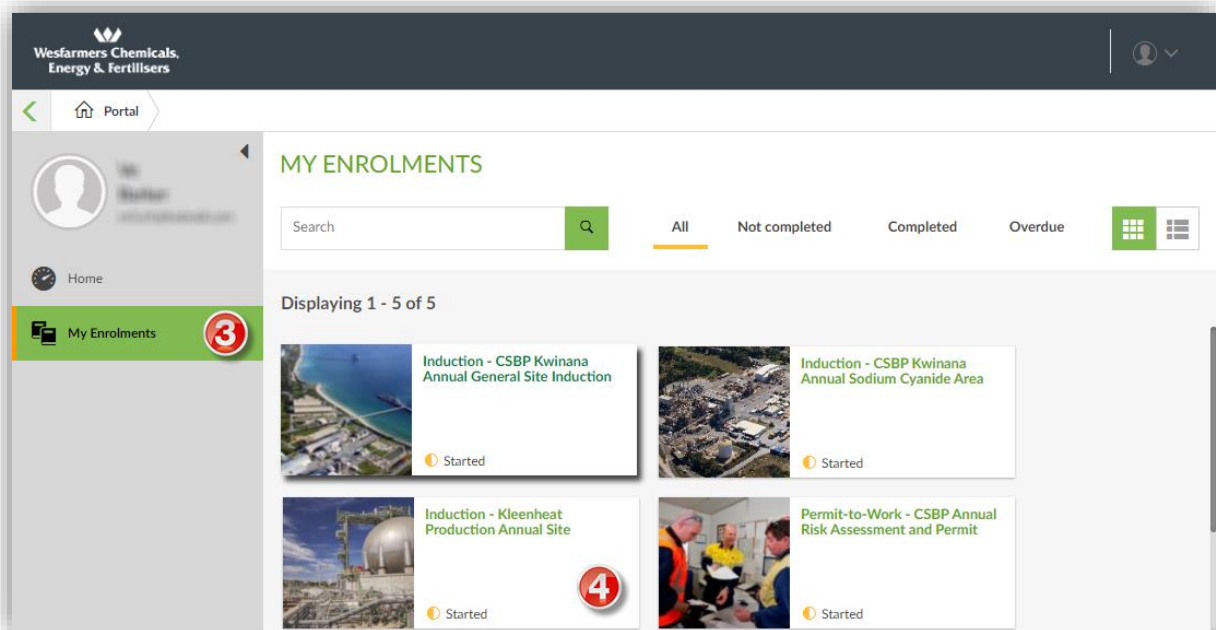
2. Click on one of the inductions

(it's good practice to complete the Site inductions before Area or Permit Training)

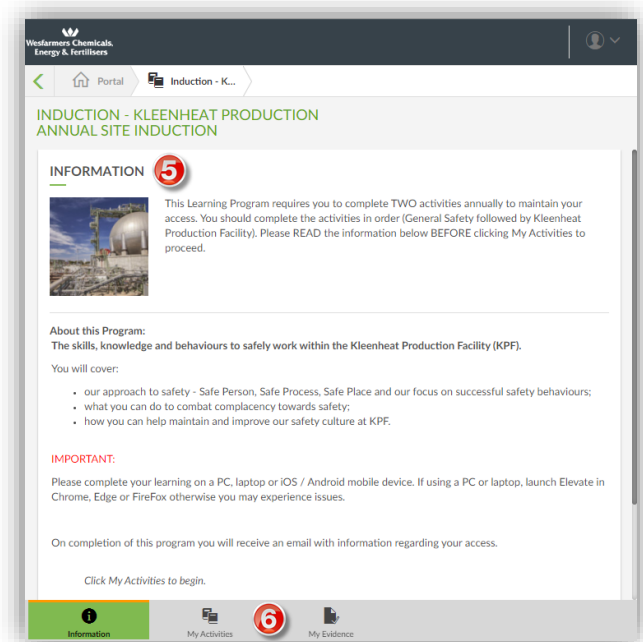


If you can't see the inductions in the NOTIFICATIONS panel;

3. Go to MY ENROLMENTS, either to the left (on a PC) or at the bottom of the screen (on small devices)
4. Click on one of the inductions
(it's good practice to complete the Site inductions before Area or Permit Training)

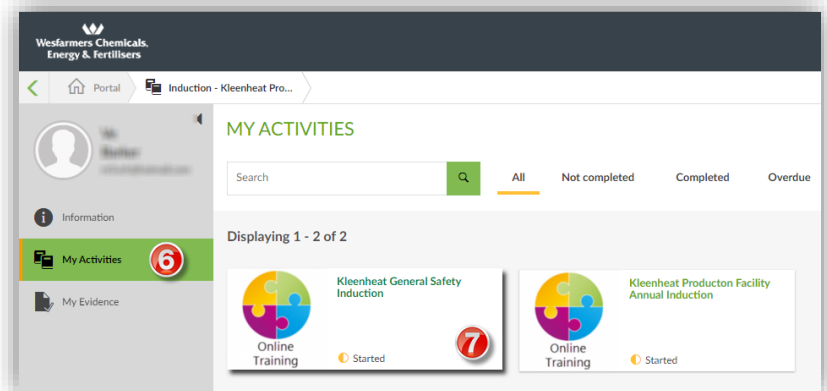


5. The INFORMATION page of the Learning Program will give you details about the activities (one or two) as well as what the program covers.



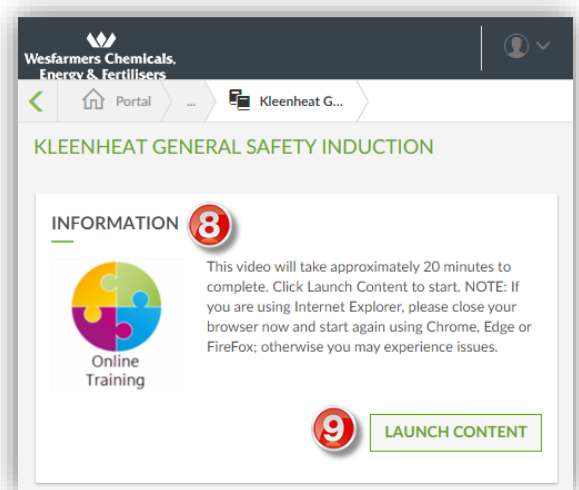
6. To proceed, click MY ACTIVITIES either at the bottom of the screen (on small devices) or to the left (on a PC).

7. Click the Activity you need to complete.



8. The information page will give you details about the course length and browser requirements. (See General Information for more details about browsers).

9. Click LAUNCH CONTENT to start the course.



10. When you have completed the activity, you will see a green tick and Finished status with a completion date.



The videos in the courses aren't playing

If you can access Elevate and Launch the courses; you're almost there....unless the videos won't play! There are many factors that can cause glitching or freezing, these include; internet speed, WiFi connection, system performance, computer/device performance, network connection and many more. By following the tips below you may reduce the likelihood of experiencing technical issues.

Tips to avoid potential issues

- ✓ Ensure a strong internet / Wi-Fi connection
- ✓ Give yourself plenty of time to complete the course, don't leave it to the night before
- ✓ Avoid uploading or downloading large files or programs whilst completing online training
- ✓ Close all other apps or programs on your computer (e.g. Outlook, Word, etc.)
- ✓ Keep Elevate open when completing your online training otherwise the system may not track your progress

Process to follow for when you are experience technical issues

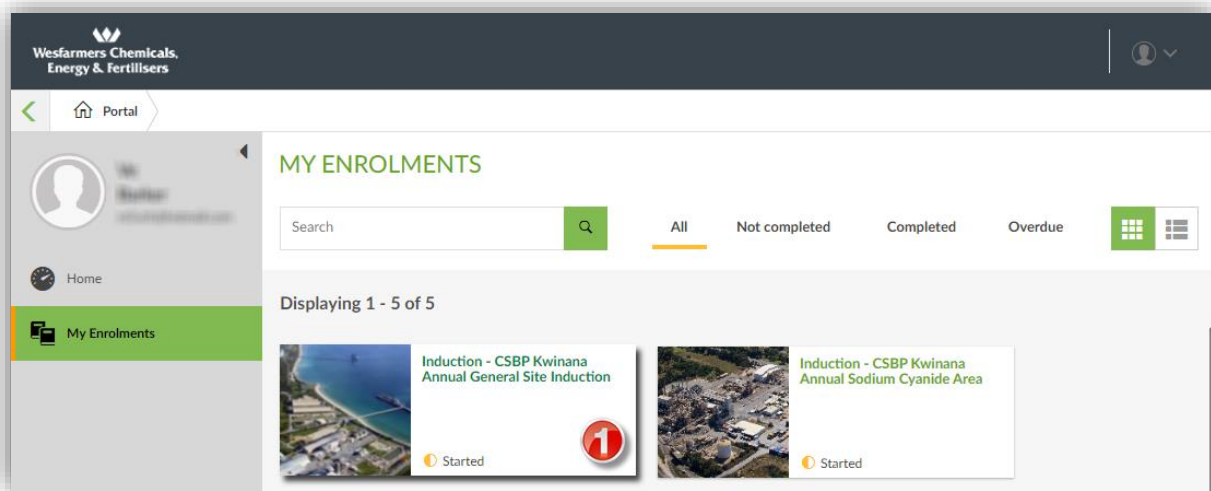
- 1) Exit the course and go back in (Elevate should bookmark and return you to the same spot within the course)
- 2) If your default internet browser fails, try another one
 - a. Options include; Internet Explorer, Chrome, Microsoft Edge, Firefox, Safari, etc.
- 3) Restart the computer and log back in to Elevate, ensure no other apps/programs are running
- 4) Try another time, day and/or device (desktop PC, laptop, smartphone, tablet)
- 5) If you experience a frozen video, check to see if the blue progress bar is still moving, if so either click refresh (to the right of the progress bar) or wait 10-20 seconds for the video/computer/browser to attempt to fix itself
- 6) Clear Cache, Cookies and Browser History (For [Chrome](#), For [Internet Explorer](#))
- 7) We recommend 2-3 attempts at troubleshooting before contacting for assistance

Before you reach out, please visit <https://supportally.com/> so we can capture some basic information about your operating system and browser.

I finished but my results didn't record

Have you completed the course but are still showing as 'Started'. When you complete a course you will receive a completion email. If you haven't received a completion email, follow these steps to rectify.

1. Go back into the Learning Program

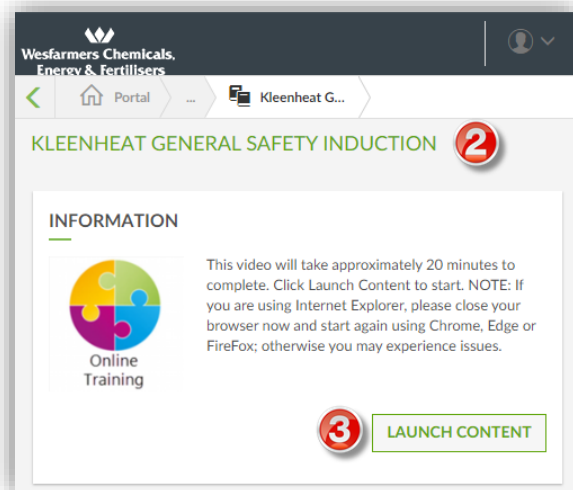


2. My Activities

3. Launch Content

4. Start where you left off

5. Exit the course using the Exit button



If you still don't receive an completion email, please get in touch by email:

CSBPInductions@cspb.com.au; or
kpfinductions@kleenheat.com.au