



Frequently asked questions—Login issues

How do I log in to the CVC Program education and training modules?

What are the system requirements for the CVC Program?

What if I have forgotten my password?

What if the system won't accept my 'create new account' registration?

What if I don't have an AHPRA number?

What if my login problem is not covered by these FAQs?

What if I am having difficulty with something not covered in these FAQs?

Answers

How do I log in to the CVC Program education and training modules

Check that you have:

- registered using the 'create new account' button on the bottom right hand side of the login screen
- confirmed your account by clicking the hyperlink on the auto generated email
- entered the correct password
- logged in as the correct user (i.e. entering the same email address and password you used when you created your account).

What are the system requirements for the CVC Program?

Hardware: The course itself is 900 x 600 pixels wide, which should display on a 1024 x 768 monitor in a minimal chrome browser window. The module runs in a popup window to ensure the entire course is visible at once.

Software: MS Internet Explorer 9 or later, Firefox 3 or later, Safari 3 or later, Google Chrome 4 or later, Opera 9 or later plus Adobe Acrobat Reader or MS Word.

A stable Internet connection is required.

What if I have forgotten my password?

Click on the 'forgotten your password' link on the login page. This will send you an email containing a link to follow to arrange for a new password. If you don't receive the email in the next few minutes, check your spam folder in case it has been sent there.

If problems continue, contact the support desk on our free call number 1800 652 357 or email CVCProgram@acu.edu.au for a new password.

What if the system won't accept my 'create new account' registration?

Check that:

- you are entering numbers only in the AHPRA section
- your password has both a number and a lower case letter
- you have received the auto generated email confirming that you have registered.

The automated email with the confirmation link may be blocked by your network. Check your spam folder. If problems continue, contact the support desk on the free call number 1800 652 357 or email CVCProgram@acu.edu.au

What if I don't have an AHPRA number?

All regulated health professionals have a registration number issued by the Australian Health Practitioner Regulation Agency (AHPRA). If you don't have an AHPRA number (e.g. practice managers) enter a dummy number, making sure you enter numbers only as the system will not accept letters.

What if my login problem is not covered by these FAQs?

Contact the support desk on the free call number 1800 652 357 or email CVCProgram@acu.edu.au.

What if I am having difficulty with something not covered in these FAQs?

A total of four FAQ files are available for help with:

- [logging in](#)
- [training modules](#)
- [technical issues](#)
- [continuing professional development \(CPD\)](#).

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