



Frequently asked questions—Technical issues

Why won't the core content open on my computer? Why can't I see the core content?

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Answers

Why won't the core content open on my computer? Why can't I see the core content?

The core content is the first activity (indicated by an icon of a small brown cube). It will be visible and will open only if pop-up blockers on your computer are disabled or turned off. To turn pop-up blockers off go to the Tools menu of your internet browser.

You also need to have Adobe Flash Player 9.0 or above installed. Flash may not be able to be installed on some mobile devices (e.g. tablets or iPads) in which case you will need to access the core content from another computer.

Some security settings in internet browsers block some kinds of content (Flash specifically) so they may need to be adjusted. Check this by looking in the computer browser. Find the tools, settings or internet options and privacy tabs. If you cannot do this and do not have IT assistance you can search for instructions in your browser on 'disabling pop-up blockers'.

The program is set up for use on MS Internet Explorer 7 or later, Firefox 3 or later, Safari 3 or later, Google Chrome 4 or later and Opera 9 or later. MS Word can be helpful for some activities, but is not essential.

Why does my computer freeze when I am working through the modules?

Depending on the capacity of your computer, you may find that the computer freezes if you type too quickly, or don't wait for a response from the computer. It can also be a problem if you have too many programs open at once, so close any you aren't using. If the problem persists, exit the CVC Program and any other programs that are running, then restart your computer.

What happens if I leave the core content open while I do other things?

If you don't interact with the core content for four hours it will time out and close down. To avoid losing work, close the core content if you think you will be not using it for a while.

Why can't I get to the next screen?

The core content is a structured learning activity. You need to complete the activities on each screen before you can proceed. Read the instructions on each screen carefully and complete the activity by ticking each box or clicking on each image or photo. Then the 'Next' link will become visible in the lower right hand side of the screen.

How can I access Microsoft® Word files if I don't have Microsoft® Word on my computer?

Microsoft® Word files have been kept to a minimum, and alternative files are available where needed. For example, the Flinders Program™ tools are available either in Microsoft® Word format or as pdf files. Not having Microsoft® Word will not affect your learning.

What do I do if the videos will not work?

Videos require Adobe Flash and some workplaces may restrict access. Try access using a private computer. Not viewing the videos will not affect your learning.

Can I stop and start the modules?

Yes. The module activities are available at any time for you to continue or repeat. Your progress through the core content is saved / bookmarked. When you restart the module, select RETURN, to go to the last screen viewed (partial progress on a screen is not stored).

Make sure to select RETURN on the first screen in the core content. If you select START AGAIN all previous progress is deleted.

Will the program save my work so that I can complete the module at a later stage?

Yes. Your answers are visible when you select the 'My results' icon at the bottom centre of most screens in the first activity - core content.

How can I print 'My results' and the Key Points? Print your results in each module by selecting the 'My results' icon to view your entries on activities screens, then, press the 'control' and 'P' keys on your keyboard.

Once you have completed all sections, do the same from the Conclusion screen to print the Key Points.

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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