Moodle Novice Online Trouble Shooting Manual

Problem	Solution
Forgot my password feature not working	• Verify that you are providing the correct email account that is registered to the student. Check your original email when you registered. • Check your junk mail to see if create new password instructions went into that inbox • Try again in 5 minutes if you get a "run-time" error

Module won't progress forward; video not working.	• Make sure you are on Google Chrome on a Desk top or Lap Top.
	• Close lesson window.
	• Clear your browser history by: Hold "control key" and "H" at the same time.
	    o Click clear browsing data.
	    o From the drop down menu choose all time, click clear data.
	• Reboot your computer.
	• If all else fails redo the previous items and reboot your modem.

Exam failed too many times	• Contact fsisupport@fleetsafetyinternational.com • 403-984-1236
Course won't load on their device	• Use Google Chrome as browser , • Make sure you have a good internet connection. • Wired is better than wifi. • Restart your computer. • Clear your history by - Hold control and H at the same time. Click clear browsing data. From the drop down menu choose all time, click clear data. • Login to the program and try it again.
Log in won't work	• Look up username and password that was emailed to you.
Need to change email address or name	• Contact fsisupport@fleetsafetyinternational.com • Call 403-984-1236
Web site can't be found error	• Clear browser history; (see above) • Reboot internet modem/router • Reboot computer
Web site won't display after clearing browser/history/rebooting	• At the "start icon"

router/modem and computer	• In the rectangular box that says "search program and files"; type "cmd"
	• Type ipconfig/flushdns (see below)
	
	`C:\Users\OS Rg>ipconfig/flushdns`
	
	`Windows IP Configuration`
	
	`Successfully flushed the DNS Resolver Cache.`
	
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Did not receive confirmation email after registration to access Course	• Check junk mail • Contact fsisupport@fleetsafetyinternational.com • Call 403-984-1236
Cannot highlight the coupon code in the pdf document to copy and paste for registration	• Right click in the PDF document to make sure the "select tool" has a check mark beside it. If not; click on "select tool"