

FREQUENTLY ASKED QUESTIONS

Q. How do I enrol in a course?

A. Follow the steps in the DSW User Guide and information from the letter you received from Morcare's Training Department.

Q. I've lost my letter/enrolment key. What do I do?

A. Call Morcare's Training Department on (03) 9800 4433.

Q. Why can't I log in?

A. There could be many reasons but the most probable is you have simply forgotten your password, are trying the wrong one or are entering it incorrectly. Some other things to think about include:

- Does your username or password contain a mixture of upper and lower case letters? It should be entered exactly
- Are cookies enabled on your browser

Q. How do I gain access to a course?

A. Locate or search for the desired course (you can click 'All courses...' in the 'My courses' block) and click on the course name. If your teacher has given you an enrollment key, enter it when prompted, and click Enroll me in this course. Once you are enrolled in a course, it will appear under "My courses" any time that you are logged into that Moodle site.

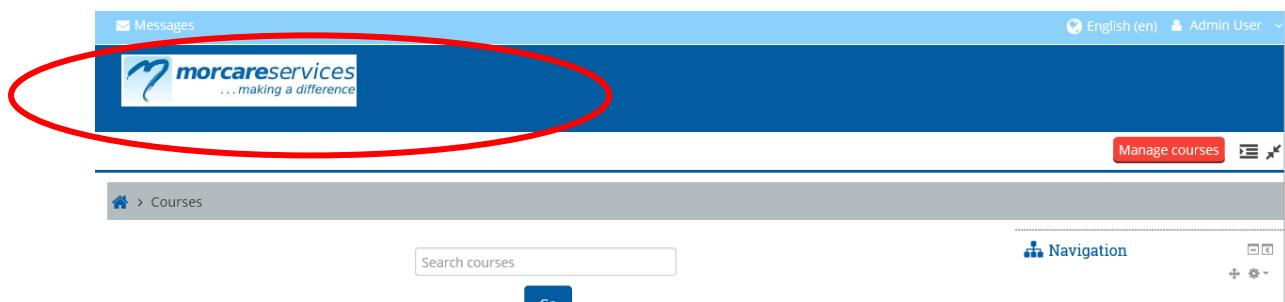
Q. How do I jump between my courses?

A.

- Go to the 'My Courses' block if it has been added to the page you are on
- Go back to the homepage (see below) and then use the main course block

Q. How do I get back to the homepage?

A. Use the [navigation bar](#) at the top left of the page and click on the 'Morcare Services making a difference' logo



Q. Is there a time frame for completing the course?

A. Yes. Your letter from the Training Department instructing you to complete your online course will have the date that you MUST complete the course by, otherwise you will no longer be able to access the course online.

Q. What happens if I need to exit the course before I finish it?

A. That is fine, just log out at the top right hand side of the screen. If it prompts you to complete any questions or save any information please do so. The next time you log in all of your information should be up to date.

Q. Can I practise taking the course more than once?

A. You can revise the course more than once prior to completing any assessment activities. However once an assessment activity is completed, it is submitted to be assessed. Unless you are assessed as having provided an incorrect answer, you will not be able to submit a revised answer.

Q. Can I download the course so I can view it offline?

A. Unfortunately not all of the information provided will be able to be downloaded and viewed offline. Most PDF documents you can download and view easily offline.

Q. Can I complete this course on a mobile device?

A. Yes our e learning site is enabled to complete on a mobile device.

Q. Can I keep a record of my answers?

A. You can take a 'screenshot' of your answers and store them in a Word document or you can write them down before entering them online in order to keep a record of your answers.


Q. Can I save a copy of my notes?


A. No unfortunately there isn't a way for you to make notes on Moodle at this point in time.

Q. How do I open links to PDFs/other documents etc. in a new window/tab?

A. Depending on the web browser or device you use, right-click the link then in the menu click 'open in new window/tab' (or similar wording). If you're using a smartphone or tablet, hold your finger on the link then in the menu select 'open in background' (or similar wording).

Q. The following error is being displayed what do I do?

 Messages




[Home](#) > [Courses](#) > Fire Safety


Sorry, but you do not currently have permissions to do that (View hidden sections)

[More information about this error](#)


Continue

A. Often this error means that you haven't completed an activity in the section previous to this one. You may need to go back to your previous section and make sure you have completed everything fully AND marked your progress as complete by ticking the empty box similar to that shown below

 Messages




[Home](#) > [Courses](#) > [Fire Safety](#) > Enrol me in this course

 News forum

Completion Certificate Upload ▶

Enrol me in this course

 Enrol

Your progress ? ☐

Completion Certificate Upload ▶

Jump to... ▼

Messages



[Home](#) > [Courses](#) > [Fire Safety](#) > [Enrol me in this course](#)

 [News forum](#)

[DHHS Fire Safety Induction Program Training](#) ▶

[Enrol me in this course](#)

 [Enrol](#)

Your progress ?



Jump to...



[DHHS Fire Safety Induction Program Training](#) ▶

***If you have any difficulties or concerns please contact
Morcare's Training and Development team on
(03) 9800 4433***