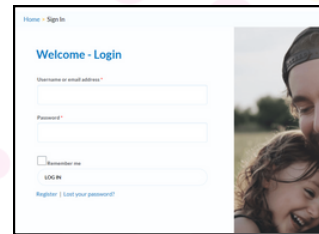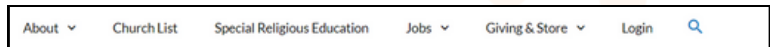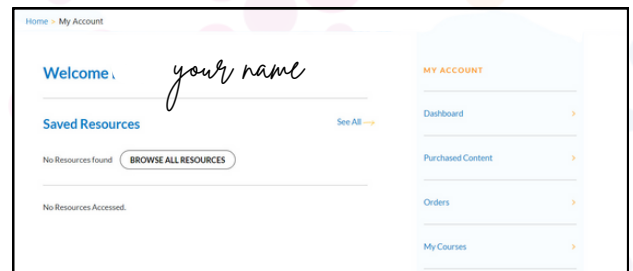# SRE ESSENTIALS ONLINE COURSE- TROUBLESHOOTING GUIDE

- We advise using a laptop or desktop to complete rather than an iPad, tablet or phone. Sometimes smaller devices don't correctly adjust the formatting to a smaller screen and the progress button can appear to have disappeared.

- Ensure you complete all quiz questions. Any not correctly answered or left out, will mean the system will not allow you to progress.

- You do not need to enter responses multiple times in the quizzes. If the system has allowed you to progress, then we have received your responses. You do not need to wait for manual responses to be marked to progress.

- Ensure you have good internet coverage. Sometimes issues can be because your connection drops out.

- If there is an issue at our end (for example our website has dropped out), please wait and return to try again later.

- If you attempt password entry multiple times, the system will lock you out. You will need to contact our office during business hours to reset this for you.
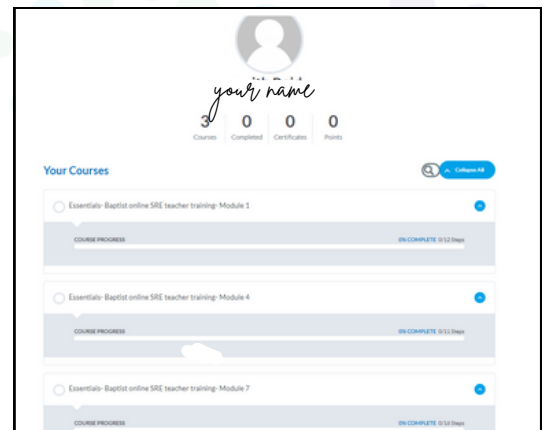
Steps to log back in via the website:

- Go to https://nswactbaptists.org.au/
- Click Login on top right-hand side that says login in

- Put in username and password, remember to click remember me then click login

- You will come to a page that will say your name on right hand side you will see tabs- click the "my courses" tab

- You will then come to this page. Click on the course heading and then you will come to the first page where the modules are sitting. From there you can start progressing through the modules in order. This example shows 3 modules. Your account will show the amount you purchased- whether full course and seven modules or a series of individual modules.

- Next time you come back into the website you will be able to access the course straight way by clicking my account where a drop down will appear and you can click My Courses from there.

Further Support: Monday-Thursdays 9am-5pm
0298689239 or sre@nswactbaptists.org.au
Leave a message if phone unattended.