Troubleshooting:

If your online theory program is not responding as expected, here are the most likely causes.

For example: Information appears ‘frozen’/ you can’t move forwards/ you can’t see the images/ text is missing)

Please note: there’s no sound for the 80-hr theory modules until module 4.3

**Recommended Browser**

* You may not be using our recommended browser.
* Please use [Chrome](https://www.google.com/chrome/) to access & complete your online theory

 https://www.google.com/chrome/

* Here's the CPD HC website URL: [http://www.cpdhealthcourses.com/index/](http://www.cpdhealthcourses.com/index/%22%20%5Ct%20%22_blank)

**Internet Speed**

* Your Internet speed is slow. To be able to view all the module slides, listen to the voiceovers & watch the video content you need a moderate to fast internet speed.
* Your download speed should be at least 3-5 Megabits per second. You can check your Internet speed by clicking [HERE](https://www.google.com.au/search?q=test+internet+speed&rlz=1C5CHFA_enAU771AU771&oq=test+internet+speed&aqs=chrome..69i57j0l5.4239j1j7&sourceid=chrome&ie=UTF-8).

<https://www.google.com.au/search?q=test+internet+speed&rlz=1C5CHFA_enAU771AU771&oq=test+internet+speed&aqs=chrome..69i57j0l5.4239j1j7&sourceid=chrome&ie=UTF-8>

* If your Internet speed is less than our recommendation you should try and connect to a faster network eg home/work/friend/library/university/college.
* Another reason could be that you're connecting to the Internet using a wireless connection.
* A wireless connection is significantly slower than a direct connection using a LAN cable to your modem.

**Recommended Devices**

* Our Online theory program is NOT compatible with iPad or Windows Tablets.
* Please ensure that you use a laptop or desktop computer and that you have performed a software update.

**Clearing Your Cache**

* Your browser may still use old files, which can cause display or access problems.
* Clearing your browser cache may help our applications run better on your computer.
* To clear your cache please follow these instructions: Click [Here](https://www.google.com.au/search?q=clearing+cache&rlz=1C5CHFA_enAU771AU771&oq=clearing+&aqs=chrome.5.69i57j0l5.6688j0j7&sourceid=chrome&ie=UTF-8).

https://www.google.com.au/search?q=clearing+cache&rlz=1C5CHFA\_enAU771AU771&oq=clearing+&aqs=chrome.5.69i57j0l5.6688j0j7&sourceid=chrome&ie=UTF-8

**Multiple Devices**

* You can use more than one device to complete your online theory eg. Start on your desktop while at work then continue to work on the theory modules using your laptop at home.
* However, you should make sure that you exit the program window every time you complete a Module or intend to continue working on another device using the "Exit" button.

**Logging Out/In**

* In some cases the information that goes from your computer back to our servers may get interrupted. This might cause the system to crash and require a restart.
* Logging out, then back in again of your program may resolve this issue. You may also wish to shut down your computer and restart as well.

Please ensure you've tried all these solutions and feel free to get back to us with any more issues. 99% of issues are resolved by trying the solutions above.

Please don't hesitate to contact me on 0404 646 806 if you have any other questions.