



**UNIVERSITY OF
CANBERRA**

A guide for Users of the DSE eLearning

Frequently asked questions and their answers

This document provides a list of the most commonly asked questions and issues encountered by users of the DSE eLearning, as well as offering solutions to those issues.

Last updated – 3 August 2018



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Frequently Asked Questions

A guide for users of the DSE eLearning

Introduction

This guide answers questions often asked by users of the DSE eLearning.

Most issues arise due to the nature of eLearning being reliant on a sound internet connection and the performance of an internet browser and its associated tools. It is also worth noting that the eLearning was designed to be accessed from a desktop or personal computer. While it is possible to complete the eLearning using a tablet or smart phone, some issues arise more frequently for users attempting the eLearning on such devices.

The Help Desk

If, after reading through these solutions and applying the suggestions, you are still experiencing issues with the system, please contact the Help Desk:

- online by clicking this link: <http://ticket.ise.canberra.edu.au> and creating a ticket
- by phone on 02 62015649 between 9:30am and 5:00pm AET, excluding Public Holidays and Weekends. Standard call charges apply.



Frequently Asked Questions

Creating my account

The DSE eLearning system is not linked to any other system. To access the eLearning you need to create an account on our system. You will need a Registration Key and a valid email address. Once you provide them you will create a password and then add some information about yourself. Then you can access the eLearning.

Q1. I don't have the Registration key to create an account

The screenshot shows a form field with the heading "Please enter your registration key". Below the heading is a label "Registration key*" followed by an empty text input box.

Registration keys are provided to schools or school systems that have purchased a Licence to the DSE eLearning. Your school or system authority should have told you the appropriate Key when they referred you to the eLearning. If your school or system has not purchased a licence, you are not permitted to access the DSE eLearning.

To see if you are covered by a licence agreement and if so, how to get your Registration Key, find the category that fits your school on:

[ATTACHMENT A: Licence table – How to get your registration key \(click here to go to the table at the end of this document\).](#)

Q2. My school isn't on the list

The screenshot shows a form field with the heading "School*". Below the heading are two radio button options: "I'm not associated with any school OR" and "I'm associated with the selected school below (type and select):". Below the options is a text input box with the label "What is the name of the school that you are mostly associated with".

School lists are provided by each licensee and updated regularly. If you are associated with a school, please check that option and start typing your school name in the field below. A list of schools will be returned that include the letter sequence you have typed. As you type more letters, the list will be refined.

If you believe your school is missing from the list, please check the "I'm not associated with a school" option in the first instance. Then, raise a ticket with the Help Desk ([see details above](#)) to have your school included in the list. We will check with the appropriate licensee and include it in the next update.



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Logging in to my account

Once you have created your account you can log out of the system at any time. To resume the eLearning you will need to log back in. On return to our site please login using the panel on the left side of the login screen.

The screenshot shows the 'WELCOME TO THE DISABILITY STANDARDS FOR EDUCATION E-LEARNING REGISTRATION PROCESS' page. On the left, there is a login panel titled 'Returning to this web site?' with the text 'Login here using your email address and password'. It includes input fields for 'Email address' and 'Password', a 'Login' button, and a 'Remember username' checkbox. Below the login panel are links for 'Forgotten your username or password?' and 'Don't know your Registration Key?'. The main content area asks 'Is this your first time here?' and provides instructions for new users, including a link to 'Create New Account' and a note about a PDF document.

Q3. I have entered my email address and password but I can't log in.

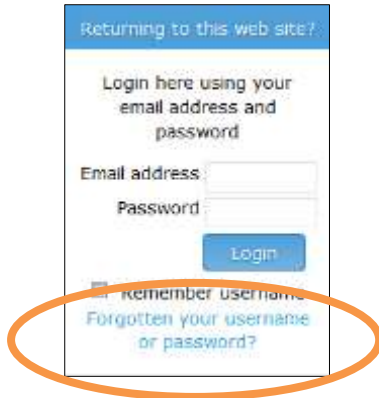
This could happen for a number of reasons. Whatever the cause there is only one error message - "Invalid login, please try again". It could be because:

- Your email address was not found in the database
 - You misspelled your email address when you created your account
 - You used a different email address to create your account
- The password you have entered does not match the one recorded for you in the system
- You don't yet have an account and will have to create one.

If the issue is password related please try the solutions outlined in the response to the following questions. If all else fails contact the Help Desk ([see details above](#)).



Q4. I can't log in and I need a new password.



Click the “Forgotten your username or password?” link below the password field on the login page. This will lead to a password reset page. Enter the email address that you used when you created your account and click the ‘Search’ button. If you have entered your email address correctly, you will receive a confirmation email from ‘Admin User’

(noreply@theeducationinstitute.edu.au) with the subject “**University of Canberra: DSE: Changed password**”. It will contain the following:

- Your new temporary password
- Instructions on how to change your password back to something more meaningful.

If this email does not reach your Inbox, please check your Junk / Spam folder.

In certain limited circumstances the password you receive may not work. At these times:

1. Wait for 5 minutes and try entering the password again.
2. Use the “Forgotten your username or password?” function again.
3. Contact the Help Desk ([see details above](#)).

Q5. When I try to use the Password Reset form, it says “The email address was not found in the database”.

This occurs when the email address you have entered is not registered in our system. This can be because:

- a. You misspelled your email address when you created your account
- b. You used a different email address to create your account
- c. You don't yet have an account and will have to create one.

If you are certain that you have already created an account, consider whether you might have used a different email address like your personal or home email. If you are certain of the email address you used and you continue to receive the error, please contact the Help Desk ([see details above](#)).



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Q6. When I try to use the Password Reset form, it says “Invalid email address”.

This occurs when the email address you have entered is not recognised as a valid email address. Please check your typing. What you have typed will not be the email address you entered when you created your account. The validity assessment is the same at the time of account creation and when attempting a password reset.

Q7. My username / email address must be wrong.

When you create your account the email address you enter is stored as both your Username and your email address. It is checked by the system only to confirm that it meets the normal standards for an email address, for example, that there are no spaces and that it contains the @ symbol. It is NOT checked to confirm that it is an actual email address.

Therefore it is entirely possible to accidentally enter your email address incorrectly. You will only notice this error when you return to the site and try to login using the email address you thought you had associated with your account. Only the Help Desk can fix this situation.

If you believe this has happened with your account please contact the Help Desk ([see details above](#)).



Completing the eLearning

Q8. I am getting a lot of error messages that start with 'LMS error'

If you start to get error messages when working through the eLearning you can be sure that the eLearning is no longer communicating properly with the system which houses it.

The errors arise for several reasons.

- Often it is because a learner has been 'timed out' of the system while they are in the middle of a lesson
- It is sometimes due to a glitch in the internet connection at a crucial moment
- It will always happen if a learner uses the back button of the internet browser instead of the back button in the lesson to navigate backwards through the lesson content.

The best solution is to:

- Exit any activity (Lesson) you may currently have open using the Exit Activity link immediately above the lesson
- Clear the error messages by logging out of our system and **closing the internet browser**
- Reopen your internet browser
- Log back into the system
- Relaunch the lesson you were working in.

If you continue to get error messages please contact the Help Desk ([see details above](#)).

Q9. When I enter a lesson the elements don't seem to behave like I expect them to.

Please note that this eLearning was designed for use with a personal computer or laptop. Although the eLearning can be completed on a tablet or phone some elements may not behave as designed.

If you are using a PC or Apple computer or laptop then the type and version of internet browser in use can also affect your experience of the eLearning.

Using either **Google Chrome** or **Firefox** provides the best experience with our lessons. Here are links to the latest versions of these free programs:

- Google Chrome - <http://www.google.com/chrome/>
- Firefox - <https://www.mozilla.org/en-US/firefox/new/>.

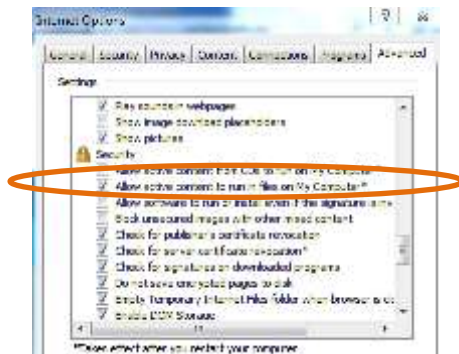


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If you prefer to, or must, use Internet Explorer, you may need to change a setting as we have discovered that the default can render the Lessons unusable. The following instructions for changing this setting are for IE 11.

1. Go to Tools->Internet Options->Advanced.
2. Scroll down to 'Security' section and tick the box to the left of "Allow active content to run in files on My Computer*".



3. Click 'Apply' and 'OK'.
4. For this change to take effect you will probably need to close and reopen your browser and you may have to restart your computer.

We recommend always using the latest version of internet browsers when accessing the DSE eLearning. To confirm the latest versions of internet browsers and for download links click on this link to Browse Happy -<http://browsehappy.com/> .

Q10. I can't progress through a lesson, what can I do?

This could be due to any number of reasons. In most circumstances you can use the Menu to navigate through the lesson. Menu navigation allows you to see the contents of the lesson by Screen or Topic name. Clicking on the name will take you to that screen / topic.

- **On 2nd Release courses** - Look for the Menu label on the top right hand corner of the screen and then click on the drop down list beneath it.



If this method does not work, please contact the Help Desk ([see details above](#)).



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Q11. When I print my Completion Certificate, the details are missing.



The certificate is a pdf document that is best viewed using Adobe Acrobat Reader.

Although the certificate appears to be missing the important details of your name, the name of the course you completed and the date, those details are there – they are just not being displayed. There are two common reasons for this issue occurring.

Below are methods you can use to avoid or fix the issue. If you are unable to apply the solutions below, possibly because you don't have permission on the computer you are using, you can try opening the certificate on a different computer or using a different internet browser.

Cause 1

It may simply be that your computer is using a very old version of Adobe Acrobat Reader. The solution is to download the latest version from Adobe's website here:

<http://get.adobe.com/reader/>

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Cause 2

Internet browsers include tools for displaying pdf documents. Recently, certain internet browsers have chosen to develop their own tools for displaying pdfs. These tools often prove to be less reliable than the Adobe Acrobat Reader for displaying the DSE eLearning Certificates of Completion.

Internet browsers choosing to display pdf documents with tools other than Adobe Acrobat Reader are:

- Microsoft Edge
- Google Chrome
- Safari

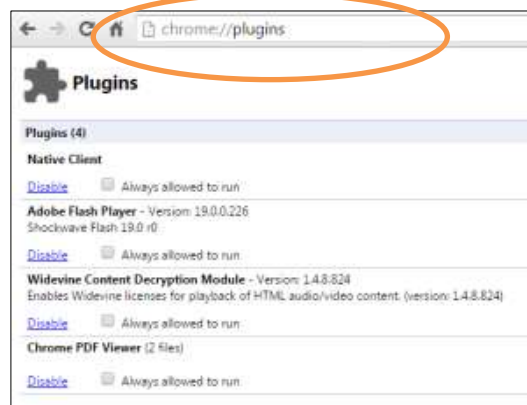
In 99% of cases the issue is resolved by downloading the, apparently incomplete, certificate onto your computer and then opening the downloaded file with a local copy of Adobe Acrobat Reader also stored on your computer. If you don't have Adobe Acrobat Reader on your computer you can download it for free from - <https://get.adobe.com/reader/> .

If these solutions don't resolve the issue for you:

- Try using another browser such as Mozilla Firefox (free download from <https://www.mozilla.org/en-US/firefox/new>)
- Try updating to the latest version of Chrome (free download from <https://www.google.com/chrome/>)
- If you are using an up to date version of Google Chrome and still experiencing the issue, try disabling the PDF Viewer plugin in the Google Chrome Settings, and enable Adobe Acrobat Reader instead. You will need to have Adobe Acrobat Reader installed on your computer. You can download the latest version from Adobe's website here: <http://get.adobe.com/reader/>).

Follow the steps below to change your Chrome plugin:

1. Enter chrome://plugins into your Google Chrome address bar.
2. Scroll down to Chrome PDF Viewer.
3. Click Disable.





Other questions

Q12. Why can't I see my progress?

There are a lot of courses in the DSE eLearning suite and it can be confusing trying to get back to the course you were previously progressing through.

You may have inadvertently clicked on a different version of a course, for example Senior Secondary Schools Course - Part One (Lessons 1-3) instead of the Junior Secondary Schools Course - Part One (Lessons 1-3). The course will look almost identical except that you won't see the completion ticks against the various activities in the course.

The best and easiest way to find the history of your progress is to run your 'Course Completion report'. This can be found on the 'Navigation' block which appears on many pages in the site. To run the report click on:

- My profile
- Activity reports
- Course completion



Q13. How does my completion of this eLearning get transferred to my Professional Development record?

The DSE eLearning is not directly connected to the Professional Development recording systems in use by the various education authorities around Australia. All jurisdictions have made their arrangements to have the completion of this eLearning registered. Please see the table at ATTACHMENT A below for the contact details of the person to approach in your jurisdiction if you have concerns about this.

The NSW Department of Education uses the MYPL system to record the professional development activities of its staff. If you have questions in this regard you can contact MYPL@det.nsw.edu.au for more information.

ATTACHMENT A: LICENCE TABLE – HOW TO GET YOUR REGISTRATION KEY

	Government school	Catholic school	Independent school
NSW	<p>As a staff member in the NSW public school system, you are covered to use this training by a Licence agreement.</p> <ul style="list-style-type: none"> On the internet site - https://education.nsw.gov.au/teaching-and-learning/disability-learning-and-support/personalised-support-for-learning/disability-standards-for-education you will find a link to a pdf document called “Information for principals on accessing the training”. After clicking on that link, you will be asked to login to the Department’s intranet. After logging in, the document will open, and you will be able to find the Registration Key. Here is a direct link to that document: https://schoolsequella.det.nsw.edu.au/logon.do?page=file%2Ff27f57f7-c10b-4568-82eb-481d1e38635a%2F1%2FDSE+Information+for+principals+Oct+2017.pdf Alternatively, send an email to: disabilitylearning@det.nsw.edu.au. 	<p>You are covered by a Licence agreement with the NSW Catholic Education Commission (CEC).</p> <p>Check the information you were given directing you to this training, ask your employer / supervisor, or contact the NSW CEC:</p> <ul style="list-style-type: none"> Belinda at itissues@cecsw.catholic.edu.au http://www.cecsw.catholic.edu.au/dbpage.php?pg=view&dbase=programs&id=55. 	<p>You are not permitted to access this eLearning as your school is not yet covered by a licence agreement.</p>



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	Government school	Catholic school	Independent school
QLD	<p>You are covered by a Licence agreement with QLD DET.</p> <ul style="list-style-type: none"> Your eLearning is hosted on the Learning Place. For further enquiries please contact: disabilitypolicyteam.studentserv@dete.qld.gov.au 	<p>Cairns Diocesan schools – You are covered by a Licence agreement with Cairns Catholic Education Services.</p> <ul style="list-style-type: none"> Contact Sandra Barclay via sbarclay@cns.catholic.edu.au for the registration key or if difficulties are encountered. <p>Other – You are not permitted to access this eLearning as your school is not yet covered by a licence agreement.</p>	<p>You are not permitted to access this eLearning as your school is not yet covered by a licence agreement.</p>
SA	<p>You are covered by a Licence agreement with SA DECD.</p> <p>Check the information you were given directing you to this training. The registration key is found inside the postcard / information at your site. Alternatively, contact Penny Buddle:</p> <ul style="list-style-type: none"> penny.buddle2@sa.gov.au. 	<p>You are covered by a Licence agreement with the NSW Catholic Education Commission (CEC).</p> <p>Check the information you were given directing you to this training, ask your employer / supervisor, or contact the NSW CEC:</p> <ul style="list-style-type: none"> Belinda at itissues@cecsw.catholic.edu.au http://www.cecsw.catholic.edu.au/dbpage.php?pg=view&dbase=programs&id=55. 	<p>You are not permitted to access this eLearning as your school is no longer covered by a licence agreement.</p> <p>Contact Rae Dawkins for more information:</p> <ul style="list-style-type: none"> 08 8179 1425 dawkinsr@ais.sa.edu.au.



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	Government school	Catholic school	Independent school
TAS	<p>You are covered by a Licence agreement with TAS Dept of Education.</p> <p>For access to the Disability Standards for Education link and the registration key for Tasmania:</p> <ul style="list-style-type: none"> • https://intranet.education.tas.gov.au/intranet/EY/IDS/StudentsWithDisability/SitePages/DSE.aspx • contact the Manager School Support in your Learning Service • contact Megan Cavanagh – Manager, Disability Programs Support and Development 03 6165 5464. 	<p>You are covered by a Licence agreement with TAS Dept of Education.</p> <p>For access to the Disability Standards for Education link and the registration key for Tasmania:</p> <ul style="list-style-type: none"> • contact the Manager School Support in your Learning Service • contact Megan Cavanagh – Manager, Disability Programs Support and Development 03 6165 5464. 	<p>You are covered by a Licence agreement with TAS Dept of Education.</p> <p>For access to the Disability Standards for Education link and the registration key for Tasmania:</p> <ul style="list-style-type: none"> • contact the Manager School Support in your Learning Service • contact Megan Cavanagh – Manager, Disability Programs Support and Development 03 6165 5464.
VIC	<p>You are covered by a Licence agreement with VIC DEECD.</p> <p>VIC Government Schools should access the registration key</p> <ul style="list-style-type: none"> • by viewing this EduGate site: https://edugate.eduweb.vic.gov.au/Services/Schools/Pages/Disability-Standards-for-Education-elearning.aspx • If you encounter difficulties, please email disability.data.collection@edumail.vic.gov.au. 	<p>You are covered by a Licence agreement with VIC DEECD.</p> <p>Victorian Catholic Schools should contact Frieda Lai for the registration key or if difficulties are encountered:</p> <ul style="list-style-type: none"> • 03 9267 0228 • flai@ceomelb.catholic.edu.au. 	<p>You are covered by a Licence agreement with VIC DEECD.</p> <p>Victorian Independent Schools should contact Elsbeth Adamson for the registration key or if difficulties are encountered:</p> <ul style="list-style-type: none"> • 03 9825 7204 • elspeth.adamson@is.vic.edu.au.



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	Government school	Catholic school	Independent school
WA	<p><i>You are covered by a Licence agreement with WA Dept of Education.</i></p> <p>For access to the registration key:</p> <ul style="list-style-type: none"> • Call the local helpline number 0477 741 598, or • Contact Karen Lee Clark or Tracy Ilich <ul style="list-style-type: none"> ○ KarenLee.CLARK@education.wa.edu.au ○ Tracy.Ilich@education.wa.edu.au. 	<p><i>You are covered by a Licence agreement with the NSW Catholic Education Commission (CEC).</i></p> <p>Check the information you were given directing you to this training, ask your employer / supervisor, or contact the NSW CEC:</p> <ul style="list-style-type: none"> • Belinda at itissues@cecnsw.catholic.edu.au • http://www.cecnsw.catholic.edu.au/dbpage.php?pg=view&dbase=programs&id=55. 	<p><i>You are not permitted to access this eLearning as your school is not yet covered by a licence agreement.</i></p>
ACT	<p><i>You are covered by a Licence agreement with the ACT Education Directorate.</i></p> <ul style="list-style-type: none"> • The Disability Standards for Education eLearning courses are now located at https://index.ed.act.edu.au/ <ul style="list-style-type: none"> ○ Go to: Quick links ○ Go to: Online Training • For information about this arrangement please contact the Inclusion and Engagement section in the Student Engagement branch by calling the ACT Government Switchboard: 13 22 81 or (02) 6207 5111. • If you are unable to access the courses on the EDU Online site, please contact elearn.support@cit.edu.au 	<p><i>You are covered by a Licence agreement with the NSW Catholic Education Commission (CEC).</i></p> <p>Check the information you were given directing you to this training, ask your employer / supervisor, or contact the NSW CEC:</p> <ul style="list-style-type: none"> • Belinda at itissues@cecnsw.catholic.edu.au • http://www.cecnsw.catholic.edu.au/dbpage.php?pg=view&dbase=programs&id=55. 	<p><i>You are covered by a Licence agreement with AISACT.</i></p> <p>Check the information you were given directing you to this training, ask your employer / supervisor, or:</p> <ul style="list-style-type: none"> • email Sue Roche, Sue.Roche@ais.act.edu.au • Phone 02 6162 0834.

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	Government school	Catholic school	Independent school
NT	<i>You are not permitted to access this eLearning as your school is not yet covered by a licence agreement.</i>	<p><i>You are covered by a Licence agreement with the NSW Catholic Education Commission (CEC).</i></p> <p>Check the information you were given directing you to this training, ask your employer / supervisor, or contact the NSW CEC:</p> <ul style="list-style-type: none"> • Belinda at itissues@cecnsw.catholic.edu.au • http://www.cecnsw.catholic.edu.au/dbpage.php?pg=view&dbase=programs&id=55. 	<i>You are not permitted to access this eLearning as your school is not yet covered by a licence agreement.</i>