

Resolving technical Issues in eLearning

Sorry you are experiencing problems with the eLearning system

All the courses have been checked and do run, so to help resolve your issue please use the checklist below.

- Please ensure that you have read any instructions on the eLearning module page.
- Check internet access on device
- Try a different browser – All courses are checked using Internet Explorer
- If using a Council PC use the eLearning link on the desktop to ensure the correct browser is used
- Try accessing the eLearning on another device, only some courses work on Apple devices / Mobile devices – it is best to use a PC / Laptop
- Trying to access the system the next day / later in the day
- Ensure zoom level on browser is set to 100%, easiest way to check this is hold CTRL + Zero keys down together
- Check if the eLearning package has not opened another tab or window in your browser as this may hide the eLearning package
- Clear your browsing history
- Ensure your browser allows popup windows
- If you are getting messages asking you to install flash / java then you will need to log a call on First Contact to get these installed / updated
- If the system is not recording that you have completed the course
 - Wait until the next day and check again, there is often a delay
 - Go back through the course ensuring you have clicked on every possible link

If you have comments / questions / feedback about the content of the course, then please email the contact listed on the contacts panel on the course page

If you still have technical problems, then please contact email IT.Skills@fife.gov.uk giving as much detail as possible of what has been going wrong.

We aim to respond to queries with 3 working days