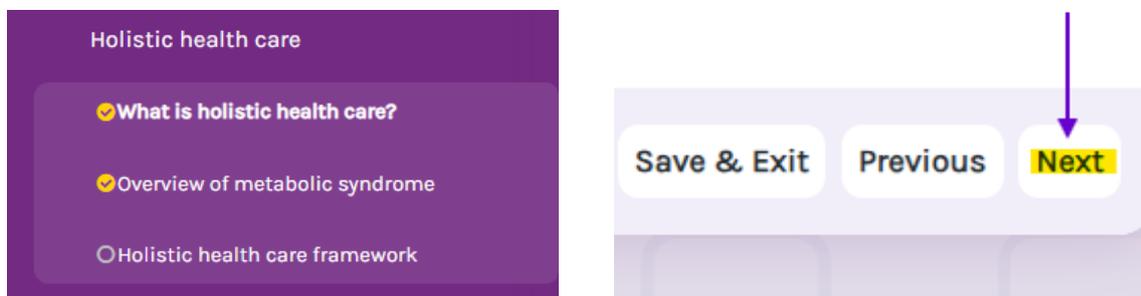# Technical Support – Guidelines online training

Frequently Asked Questions

I have completed my module quiz, but my progress is not showing 100% completion.

For each module to register as 'completed' on the main training page, all slides within that module must be viewed in addition to the quiz being completed. Once each slide within a module is viewed, the corresponding bullet point will turn yellow with a tick next to it, as pictured below (left).

To best navigate through the content in a module, please click the 'next' button located in the bottom right-hand side of the training screen, as pictured above (right).

I submitted an incorrect answer and am trying to retake my module quiz, but I cannot click the redo button.
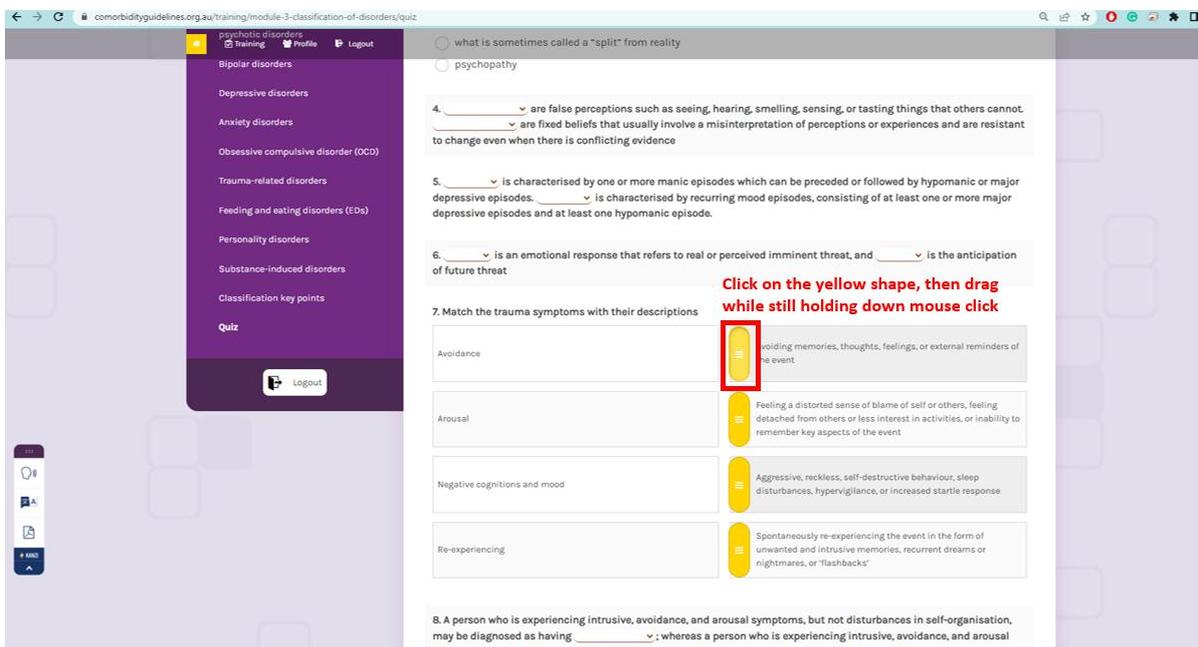
To reset a module quiz when the redo button is not responding, please perform a hard refresh on the quiz page by holding down '*Ctrl + Shift + R*' on Windows or '*Option + Cmd + E*' on Mac. You should then be able to click the redo button in the lower right-hand corner of the screen and select confirm to reset the module quiz, as pictured below.

If the hard refresh does not resolve the issue, we recommend launching the training program in a different internet browser e.g. Google Chrome, Safari, or Microsoft Edge.

I'm attempting to complete the module 3/8/9 quiz, but I cannot move the descriptions to match with their terms.

This style of quiz question uses a drag and drop feature. Please click on the yellow part of the answer and whilst holding down your mouse click, drag the answer <u>down</u>, as pictured below.

If the answer will not move, please perform a hard refresh on the quiz page by holding down '*Ctrl + Shift + R*' on Windows <u>or</u> '*Option + Cmd + E*' on Mac, and then attempt to drag/drop the answer.

If the hard refresh does not resolve the issue, we recommend launching the training program in a different internet browser e.g. Google Chrome, Safari, or Microsoft Edge.

If you continue to experience technical difficulty, please do not hesitate to contact our team for assistance at: enquiries@comorbidityguidelines.org.au