

Novice Online Trouble Shooting

Problem	Solution
Not receiving emails	<ul style="list-style-type: none"> • Check junk mail. • If you are on Gmail (or Yahoo, etc.) check the Social and Promotions folders to make sure the e-mail hasn't arrived there. If it has, drag it to the Primary folder and click the confirm link. • Add noreply@fsisafety.com to your email contact list. • If a Gmail user, go to Settings/Filters and Blocked Addresses. Check to ensure your email is not blocking. • Ensure antivirus/email is not blocking attachments or words in email address such as "noreply". • Ensure that email repository is not full. • Contact an IT support person to investigate what is blocking our emails. • Contact fsisupport@fleetsafetyinternational.com
"Forgot my password " feature not working	<ul style="list-style-type: none"> • Verify that you are providing the correct email account that is registered to the student. Check your original email when you registered. • Check your junk mail to see if "create new password" instructions went into that inbox.
Program won't progress forward; video not working.	<ul style="list-style-type: none"> • Make sure you are on Google Chrome on a Desktop or Laptop. • Have you completed all of your device updates? • Check how many devices are accessing wifi at once in your home! • Close lesson window. • Go back to the beginning of the module. • Clear your browser history by: Hold "control key" and "H" at the same time. <ul style="list-style-type: none"> ○ Click clear browsing data. ○ From the drop down menu, choose all time. Click clear data. • Reboot your computer. • Click restart button not the resume in the module. • If all else fails, redo the previous items and reboot your modem. • If your device is old and has 4 GB or less of RAM, you may need to go to public library and use their device to complete course.
Exam is failed 3 times	<ul style="list-style-type: none"> • Contact your Driving School, as you will be required to re-take the course.

Course won't load on device	<ul style="list-style-type: none"> • Use Google Chrome as browser. • Make sure you have a good internet connection. • Wired is better than wifi. • Restart your computer. • Clear your history by holding the "control key" and "H" at the same time. Click "clear browsing data". From the drop down menu, choose " all time", click "clear data". • Login to the moodle program and try it again.
Log in won't work	<ul style="list-style-type: none"> • Check the url address and ensure correct course. • Look up username and password that was emailed to you.
Need to change email address or name	<ul style="list-style-type: none"> • Contact fsisupport@fleetsafetyinternational.com
Website can't be found error	<ul style="list-style-type: none"> • Clear browser history; (see above). • Reboot internet modem/router. • Reboot computer.
Cannot highlight the coupon code in the PDF document to copy and paste for registration	<ul style="list-style-type: none"> • Right click in the PDF document to make sure the "select tool" has a check mark beside it. If not; click on "select tool". • Otherwise, enter the code manually (Note: code is case sensitive).