Frequently Asked Questions

Question: Do I have to finish "Positive Steps Work" course all at once?
Answer: No, this course is designed so you can do it at your own pace and at a time that is convenient for you.

Question: When I come back later to do the course, will it remember where I left off?
Answer: Yes! You can create your own login and password. This allows you to return later to the course and it will start where you left off the last time.

Question: Do I have to use a certain device to view this course?
Answer: This course was uniquely designed so it will work on most desktops, laptops, tablets and smartphones, giving you flexibility to view it where it works best for you!

Question: I cannot see the whole module on my laptop/desktop and have to scroll up and down?
Answer: Press the **F11** key to make it full screen, this will make the module look its best.

Question: I have pressed **F11** and am on full screen, but I still cannot see the whole module?
Answer: Make sure your browser is not "zoomed in". Look at the bottom right hand side of your browser window and make sure it is at **100%**

Question: I cannot hear any audio, what do I do?
Answer: Make sure your sound is turned on. If that still does not work, close and restart the course.

Frequently Asked Questions

Question: I can't get "Positive Steps Work" course to start up, what do I do?
Answer: Make sure your browser is up to date (Internet Explorer, Mozilla Firefox, Safari). If it is not the most recent version, download an up to date version and re-launch the module.
Answer: If you are unable to update your browser, you can try to run it in "compatibility mode".

Question: How do I run my Internet Explorer browser in compatibility mode?
Answer: Launch the module. Select "tools" menu. Select "compatibility view" in the popup window and select "add". After these steps the module should run fine for you.

Question: My Certificate of Completion is not printing properly, or is cutting off, what do I do?
Answer: You need to change your printer settings to print to 'landscape'.
Note that each program for printing will be a little different. A common way to print to landscape is to select your printer, select 'preferences' or 'printer properties' or 'printer settings', choose 'finishing', then select 'landscape'.
Answer: You can also "screenshot" your certificate and keep a copy electronically. If using a laptop or keypad press CTRL button and PRINT SCRN. Then paste that onto a word document. Or if you are using a tablet or smartphone, just use your screenshot function.

Question: Some of the graphics are "floating" or words are appearing jumbled. How do I fix this?
Answer: It may be that your internet connection is a bit slow. Try closing the course and reopening it to see if that fixes it.
Answer: Although this course is designed to fit most devices, there may be a few different sized devices that do not make it look its best. You can still do the course, or just try it on a different sized device.

Question: I am using an iphone /ipad (Apple product) and it says I need a flash player plug in. How do I access the course?
Answer: You will need to download the "Adobe Connect Mobile" free app before you will be able to access the course. You can learn about it here itunes adobe connect app