Trouble shooting – HETI Moodle

1. **Unable to create a log**
* Ensure to create a unique username and password ( someone else might already that log on )
* Try Google Chrome as another web page to open the HETI Moodle site
1. **Website confusion**
* Ensure to explain that HETI e- Learning (Hospital employee) is different from HETI Moodle.
1. **Payroll number section - 8 digits**
* Just make up any 8 digit number – Please ensure that you do not use the hospital payroll number
1. **Health Service section**
* ­Select any from the drop down box
1. **Mandatory courses required to be completed**

 - Select the following

**1) Adult Basic Life Support**

**2) Aseptic Technique**

**3) DETECT - Between the Flags Deteriorating Patient e-learning: Adult Patients**

**4) Fire and Evacuation**

**5) Hazardous Manual Task**

**6) Introduction to Work Health and safety**

**How to download certificate**

* **Homepage/ Scroll down to “OTHER” / Select the LEARNING Box / Select the completed course/ Generate the certificate**

 Email the completed to Maria ( maria@medicalstaff.com.au)