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](mailto:maria@medicalstaff.com.au))