Learner FAQs

What do you need to use the new LMS?

You do not need a lot to be able to use the platform:

A good internet connection, and a browser that supports JavaScript, with pop ups enabled. You can use the regular browsers like Google Chrome, Firefox, Safari and Internet Explorer version 9 and higher.

How do I enable Pop-ups?

Below, you'll find information about pop-ups for some popular browsers. But, because browser's are updated frequently, it maybe be best to view your browser's help pages for the most up-to-date information on how to enable pop-ups.

Internet Explorer
1. Open Internet Explorer
2. Select the Tools button
3. Select Internet options
4. On the Privacy tab, under Pop-up Blocker, clear the Turn on Pop-up Blocker check box, and then select OK

Chrome
1. Open Chrome
2. Go to the page where pop-ups are blocked
3. In the address bar, click Pop-up blocked
4. Click the link for the pop-up you want to see
5. To always see pop-ups for the site, select Always allow pop-ups from [site]

Firefox
1. Open Firefox
2. Click the menu button and choose Options
3. Select the Privacy & Security panel
4. Under the Permissions section, uncheck the box next to Block pop-up windows to disable the pop-up blocker altogether
5. A click on Exceptions will open a dialog box where you can add specific sites that you want to allow to display pop-ups

Opera
1. Open Opera
2. Click on the menu button in the top-left corner
3. Select Settings
4. Click Websites and scroll down till you see Pop Ups
5. Clicking on the Manage exceptions button will allow you to add websites, remove websites, block websites and in general manage your pop ups

Safari
1. Open Safari
2. Click the compass-shaped app icon in your Mac's Dock
3. Click Safari in the top-left corner of the screen. A drop-down menu will appear

4. Click Preferences near the top of the drop-down menu. Doing so prompts a window to open
5. Click the Security tab
6. Uncheck the "Block pop-up windows" box in the "Web content" section of this menu. This will disable Safari's pop-up blocker
7. Close the window and restart Safari. Doing so will save your changes.

Forgot your password?

On the login page, you can reset your password by clicking **Forgot password?**
Fill in your email address and receive an email with instructions to reset your password.

I didn't receive an email to reset my password

Please check your spam folder first. If this doesn't contain our email either, please contact us via support.elearning@cieh.org.
We can setup a new password for you. When you contact us, we like to have the following information:
- Your first and last name
- Your company account name

I have forgotten my email address or username

Please contact support.elearning@cieh.org for us to help you, providing the following information:
- Your first and last name
- Your company account name
- Name of course you are sitting

Personal settings

On the system you can change your personal data, upload a profile picture, add a biography

Click **your name** to show a dropdown menu and click **Account settings**.
Click the tab **Personal data**.

Do I need speakers?

Yes. You will need external speakers or headphones. The course can be completed without audio, but this is not advisable as it could impact the learning effectiveness. We recommend you test your sound before starting, and check your system volume. You can do this in the windows taskbar by clicking the speaker icon. On a Mac the volume control icon is on the top bar.

Can I adjust the sound?

Yes. Simply move the volume slider to adjust the volume or click the mute icon on the left to switch off the audio at any time. You can also choose between male and female voiceovers.

What if I want to revise a topic?

You can access the course at any time, and navigate to a particular module/topic to re-do the learning screens. Additionally, you can download a revision summary in pdf format at the end of each topic.

How long will the course take to complete?

The average learning time per course level is listed below, although some learners may find they progress through the course more quickly.

Awareness courses - 1 hour

Level 1 courses - 1 ½ hours

Level 2 courses – 3 to 4 hours

Level 3 courses - 10 hours

Is there a time limit?

CIEH e-Learning licences are based on a yearly subscription with your training company provider. Check with your administrator to find out if there is a time limit imposed.

Is the course DDA accessible?

The courses are not yet Triple A Conformant (Priority 3 of the WAGC accessibility standards). The course contains a high proportion of animation, video and graphical interactive elements which will be redeveloped later to conform to accessibility guidelines.