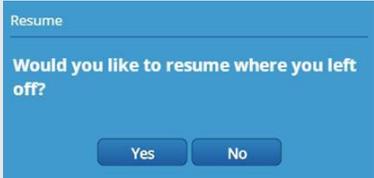


# PD Portal FAQs

IF	THEN
 <p>Your screen shows a spinning circle and will not load the content,</p>	<p>restart your computer and try again.</p> <p>Restarting doesn't work?</p> <ul style="list-style-type: none"><li>• Close all other web browsers and programs.</li><li>• Connect your computer directly to the modem; do not use Wi-Fi.</li><li>• Use Chrome internet browser since it is the most compatible with the PD Portal.</li><li>• Find another location to complete the course that has a stronger internet connection.</li></ul>
<p>You would like to continue a curriculum where you left off,</p>	 <p>click YES when a message asks if you "Would you like to resume where you left off?"</p> <p><b>Note: Some recorded webinars will resume at the beginning of the section that you were working on, not the exact spot you exited.</b></p>
<p>You submitted your test and it says "Pending Grade",</p>	 <p>it means it has a question that a TCALL staff member needs to grade. This can take up to 2 business days.</p>
<p>You need to post in a Connect Community and navigate back to the Curriculum Player,</p>	 <p>hover on top of your <b>internet icon</b> and click on the site with the <b>curriculum player</b>.</p>

# Did You Know?

The Curriculum Progress wheel shows how many tasks of the curriculum you have completed; **not** how much of the online class you have completed.

