## PD Portal FAQs

<table>
<thead>
<tr>
<th><strong>IF</strong></th>
<th><strong>THEN</strong></th>
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| ![Image](your_screen_shows_a_spinning_circle_and_will_not_load_the_content.png) Your screen shows a spinning circle and will not load the content, | restart your computer and try again.  
  
  Restarting doesn’t work?  
  - Close all other web browsers and programs.  
  - Connect your computer directly to the modem; do not use Wi-Fi.  
  - Use Chrome internet browser since it is the most compatible with the PD Portal.  
  - Find another location to complete the course that has a stronger internet connection. |
| ![Image](you_would_like_to_continue_a_curriculum_where_you_left_off.png) You would like to continue a curriculum where you left off, | ![Image](resume.png) click YES when a message asks if you “Would you like to resume where you left off?”  
  
  **Note:** Some recorded webinars will resume at the beginning of the section that you were working on, not the exact spot you exited. |
| ![Image](you_submitted_your_test_and_it_says_pending_grade.png) You submitted your test and it says “Pending Grade”, | ![Image](understanding_principles_of_adult_learning.png) it means it has a question that a TCALL staff member needs to grade. This can take up to 2 business days. |
| ![Image](you_need_to_post_in_a_connect_community_and_navigate_back_to_the_curriculum_player.png) You need to post in a Connect Community and navigate back to the Curriculum Player, | ![Image](internet_icon.png) hover on top of your internet icon and click on the site with the curriculum player. |

(Continued on next page)
You wish to remove a training that you registered for,

On your active transcript next to the training, click the down arrow and select Remove.

On the next screen, check both boxes and select the reason for removing the training from the dropdown menu. Then click Submit.

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**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.