
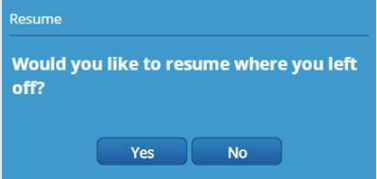

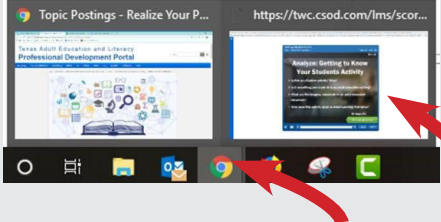


PD Portal FAQs

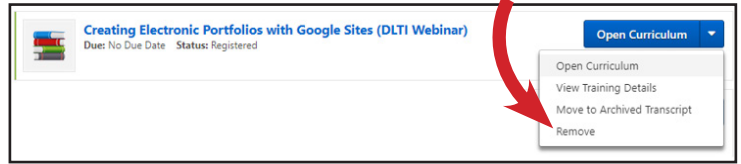
IF	THEN
 <p>Your screen shows a spinning circle and will not load the content,</p>	<p>restart your computer and try again.</p> <p>Restarting doesn't work?</p> <ul style="list-style-type: none">• Close all other web browsers and programs.• Connect your computer directly to the modem; do not use Wi-Fi.• 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.
<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>Note: Some recorded webinars will resume at the beginning of the section that you were working on, not the exact spot you exited.</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 internet icon and click on the site with the curriculum player.</p>

IF

THEN

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**.

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.

