

FAQs for eLearning

- *How do I join the live eLearning course?*

You will be sent an email that will contain information on how to join your registered course. You have the option to either join from *PC, Mac, Linux, iOS or Android* or dial-in by telephone. We recommend joining from a device that has a screen for visuals and also speakers for audio to get the most out of your eLearning course. To join from *PC, Mac, Linux, iOS or Android* click on the “Click Here to Join” link in your email and follow the prompts. This link should not be shared with others as it is unique to you. Upon joining please make sure you “Join with Audio” so that you will be able to hear the presenter once the course commences.

- *Once I join what do I do?*

With most of our courses, participants will join automatically muted. Please make sure that you are muted upon joining unless otherwise instructed. This allows for minimal noise disruption during the course. You may choose whether you would like your video on or off.

- *What if I have technical issues?*

For any technical issues, please use the chat function that will appear in your control panel. Simply click the “Chat” option, select “Support” in the To: section and type your issue and send.

- *What if I have a question during the course?*

The best way to ask a question while on mute is to use the Chat function that appears on your control panel. Simply click the “Chat” option, select “Pathways Australia” in the To: section and type your question and send.

- *What is the recommended ‘view’ of the presenter and presentation?*

We recommend the “Speaker View” so you can always focus on the presenter and the content.