

# TECHNICAL SUPPORT FAQS

## **Can I access FAW Coach Education courses from any computer?**

Yes, all you need is an internet connection and your account log in information. The online learning is designed to be accessible anytime / anywhere.

## **Will e-learning work from my smartphone, tablet or other hand-held devices?**

Yes, E-Learning will work on Apple and Android smart phones and smart devices. We recommend using a PC, Mac, or tablet device to undertake your learning due to the larger screen size, as various interactions are required during the courses.

## **What software do I need to run the course?**

No software is required; you just need a supported internet browser.

## **Which internet browser should I use?**

We recommend using Google Chrome when running the online courses. If using Internet Explorer, you will require version 8 or above.

## **What if I have a slow internet connection?**

The minimum modem speed required is 256kbps (0.2mbps) which is the lowest speed for most broadband connections. If you have a broadband speed of 1mbps the course will run, but the video element will take time to load and/or may be jumpy.

For optimal viewing, we recommend a connection speed of at least 1-2 mbps. If you are unsure, you can check your Internet connection speed here: <http://www.speedtest.net/>

## **What if I don't have an internet connection?**

Our online courses are currently only available via the internet from our website  
[Coach Education – FAW Coach Education](http://www.coacheducation.faw.cymru)

Many libraries and coffee shops offer free Wi-Fi.

For further information please contact the Coach Education team on  
[coacheducation@faw.cymru](mailto:coacheducation@faw.cymru)

## **I am experiencing technical issues with my course, and the text/video/sound is not displaying properly?**

Please check you are using the most up to date version of your browser, ideally you will be using Chrome. If you still have problems please clear your browsers cache, instructions for doing this can be found at: <http://www.refreshyourcache.com/>

It may also help to try another device and/or browser, If you continue to experience issues, please take a screenshot of the issue and contact [coacheducation@faw.cymru](mailto:coacheducation@faw.cymru)

## **If I close a course halfway through, do I need to start from the beginning again?**

No, the learning courses are designed to resume from where they left off. The learning courses will resume even if you use a different computer or tablet.