Novice Online Trouble Shooting

Problem	Solution
Not receiving emails (Coupon, confirmation email or certificates)	• Check junk mail • If you are on Gmail (or Yahoo, etc.) check the Social and Promotions folders to make sure the e-mail hasn't arrived there. If it has, drag it to the Primary folder and click the confirm link. • Add noreply@fsinovice.ca to your email contact list • If a gmail user: go to Settings/Filters and Blocked Addresses. Check to ensure your email is not blocking. • Ensure antivirus/email is not blocking attachments; words in email address such as noreply • Ensure that email repository is not full • Contact an IT support person to investigate what is blocking our emails. • Contact fsisupport@fleetsafetyinternational.com
Confirmation email not received but received coupon email	• Check your junk/spam box • Contact fsisupport@fleetsafetyinternational.com
My password won't work OR Forgot my password feature not working	• Make sure you are on correct site. https://fsinovice.ca • Click on Forgot my Password on the login screen if your password won't work. • DO NOT input both username and email. Use only one or the other. • Verify that you are providing the correct email account that is registered to the student. Check your original email when you registered. • Check your junk mail to see if create new password instructions went into that inbox
Log in won't work;	• Check the url address and ensure correct course: https://fsinovice.ca • Look up username and password that was emailed to you.
Login or Coupon field doesn't show on my Phone	• There is an arrowhead on the right hand side of your screen to expand to see the login
I can't get into the course but I created my account	• Creating your account is only step 1 to access the course. • You need a coupon from your Driving School. You input your coupon on the right side of screen from the "DashBoard". Only input your Coupon the first time you log into your account. After that; merely login to your account to access the course
Coupon Won't work	• If your coupon is older than 90 days; it will NOT work. You need to contact your Driving to receive a new Coupon • You have already input your coupon and you do not need to input every time you login. Just the first time to access the course.
Course is not taking me to the last module I worked on	• Please contact fsisupport@fleetsafetyinternational.com

Web site can't be found error	• Clear browser history; by pressing CTRL and H at the same time will take you to the appropriate screen. • Reboot internet modem/router

Program won't progress forward; video not working.	• Make sure you are on Google Chrome on a Desk top or Lap Top.
	• Have you completed all of your device updates?
	• Check how many devices are accessing wifi at once in your home!
	• Close lesson window. .
	• Go back the beginning of the Module
	• Clear your browser history by: Hold "control key" and "H" at the same time.
	    o Click clear browsing data.
	    o From the drop down menu choose all time, click clear data.
	• Reboot your computer.
	• Click restart button not resume in the module
	• If all else fails redo the previous items and reboot your modem.
	• If your device is old and has 4 GB or less of RAM; you may need to go to public library and use their device to complete course.

Exam is failed 3 times	• Contact your Driving School as you will be required to re-take the course as per Alberta Transportation
Course won't load on their device	• Use Google Chrome as browser , • Make sure you have a good internet connection. • Wired is better than wifi. • Restart your computer. • Clear your history by - Hold control and H at the same time. Click clear browsing data. From the drop down menu choose all time, click clear data. • Login to the moodle program and try it again.
Need to change email address, name or anything on profile.	• Contact fsisupport@fleetsafetyinternational.com