


Novice Online Trouble Shooting

Problem	Solution
Not receiving emails	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Contact fsisupport@fleetsafetyinternational.com
Forgot my password feature not working	<ul style="list-style-type: none"> • 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
Program won't progress forward; video not working.	<ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> ○ Click clear browsing data. ○ 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	<ul style="list-style-type: none"> • Contact your Driving School as you will be required to re-take the course as per Alberta Transportation

<p>Course won't load on their device</p>	<ul style="list-style-type: none"> • 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.
<p>Log in won't work</p>	<ul style="list-style-type: none"> • Check the url address and ensure correct course: https://fsinovice.ca • Look up username and password that was emailed to you.
<p>Need to change email address or name</p>	<ul style="list-style-type: none"> • Contact fsisupport@fleetsafetyinternational.com
<p>Web site can't be found error</p>	<ul style="list-style-type: none"> • Clear browser history; (see above) • Reboot internet modem/router • Reboot computer
<p>Login or Coupon field doesn't show on my Phone</p>	<ul style="list-style-type: none"> • There is an arrowhead on the right hand side of your screen to expand to see the login
<p>Web site won't display after clearing browser/history/rebooting router/modem and computer</p>	<ul style="list-style-type: none"> • At the "start icon"  • In the rectangular box that says "search program and files"; type "cmd" • Type ipconfig/flushdns (see below) <pre data-bbox="659 1027 1482 1183"> C:\Users\OS R>ipconfig/flushdns Windows IP Configuration Successfully flushed the DNS Resolver Cache.</pre>
<p>Coupon link opened a pdf but it won't open when I exit and come back to email</p>	<ul style="list-style-type: none"> • The PDF document can only be opened via the link once on your email for security • Please contact fsisupport@fleetsafetyinternational.com to obtain you coupon number