



choice • passion • life



CPL LEARNING HUB

Frequently Asked Questions

How do I get an account to the CPL Learning Hub?

Good news – you do not need to do anything. We receive all new CPL employee information via daily payroll system updates, which means your new account will be created automatically as soon as we are informed of your arrival. Once your profile has been created, you will receive your login credentials directly to your email address.

Account details not received? Contact training@cpl.org.au and we'll get you set up.

Having trouble accessing the Learning Hub?

To diagnose any problems please ensure your computer first meets the minimum browser requirements. **Web browser**, or simply "**browser**," is an application used to access and view websites. **Common web browsers** include Microsoft **Internet Explorer**, Google Chrome, Mozilla Firefox, and Apple Safari



Tools you will need to make the most of the Learning Hub

- A compatible device:
 - Computer or Laptop (*recommended*)
 - iPhone or Android smart phone
 - iPad or Tablet
- A Broadband Internet connection
- **One** of the following Web Browsers:
 - Google Chrome (*recommended*)
 - Internet Explorer 8+ (*Please note: there may some compatibility issues when utilising Internet Explorer*)
 - Safari on Mac 1.2+
 - Javascript and Cookies enabled
 - Mobile Devices: Apple Safari, or Android devices using Chrome

Issues with Pop-up Blocker?

The Learning Hub sometimes requires certain pages to open in a separate window. If your pop up blocker is enabled, please ensure that learninghub@cpl.org.au and blob.core.windows.net are in your allowed or exceptions list.

Chrome

- From the Chrome menu, click Settings
- Click Show advanced settings
- In the privacy section, click the Content settings button
- In the pop-ups section, click Manage exceptions
- Add and allow the following sites learninghub@cpl.org.au and blob.core.windows.net
- Click Done when you finish adding these sites



choice • passion • life



CPL LEARNING HUB

Frequently Asked Questions

Firefox

- From Tools menu, click Options
- Click the Content icon located at the top of the window
- Click the Exceptions button located to the right of Block pop-up windows
- You will see the Allowed Sites dialog box
- In the Address of web site field, add the following sites learninghub@cpl.org.au and blob.core.windows.net
- Click Close when you finish adding these sites

Internet Explorer

- From the Tools menu, click Pop-up Blocker
- Click Pop-up Blocker Settings
- In the Address of web site to allow field, add the following sites learninghub@cpl.org.au and blob.core.windows.net
- Click Close when you finish adding these sites

Compatibility View

If using Internet Explorer 11, please ensure that compatibility view is not enabled. Please follow these steps:

- Click on Tools
- Select the Compatibility View Settings option
- Disable the checkbox for Display all websites using Compatibility View and Display intranet sites in Compatibility View

Still having accessibility issues? – Try clearing your cache

What is a cache, and why should it be cleared?

Many websites contain hundreds or thousands of files. In order to keep the loading speed of these websites acceptable, a computer will save many of the components of the website locally. A browser can then recall many of these components from its memory which is easier and faster than grabbing it over the internet. The problem with this is that when new components replace the remembered files, the new components will not appear. The solution to this is to clear the cache to delete the old components so that it may remember the new components.

When will I need to clear the Cache in Litmos?

The most common reasons are, but not limited to:

- Media is not loading, specifically for videos, PowerPoint and SCORM modules
- Icons and Favicon are not loading or appearing in the appropriate places
- Modules are crashing or not progressing when viewing them in the learner view



choice • passion • life



CPL LEARNING HUB

Frequently Asked Questions

How do I clear my Cache?

The process of clearing a cache varies from browser to browser. Generally speaking, it is located in browser settings, and titled delete/clear cache or temporary files. Below are more detailed directions. However, depending on the browser version, they may vary:

Chrome:

1. Select **Menu** in the upper right corner
2. Select **Settings**
3. At the bottom of the window, select **Show advanced settings**
4. Select **Clear browsing data...**
5. Select how far back to delete the cache information from the **Obliterate the following items from:** drop down menu and be sure that the box next to **Empty the cache** is selected
6. Select **Clear browsing data**

Internet Explorer:

1. Select **Tools** in the upper right corner
2. Select **Internet Options**
3. Select **Delete...** in the Browsing History section of the General tab
4. Be sure that the box next to **Temporary Internet files** is checked
5. Select **Delete**

Firefox:

1. Select the **Firefox** button in the upper left corner
2. Select **Options**
3. Select the **Advanced** tab
4. Select the **Network** tab
5. Select **Clear Now** from the Cached Web Content section

Safari

1. Select the **Safari Settings** button in the upper right corner
2. Select **Preferences...**
3. Select the **Privacy** tab
4. Click on the **Remove All Website Data...**
5. Select **Remove Now**