

FAQ's

1. Which version of Internet Explorer do I require?

Internet Explorer 6 or above.

2. Which version of Java do I require?

Java 6 update 18 or above. This will be installed at the time you join the course if not already available.

3. When will I be able to register for my eTraining course?

You will be able to register, once you have agreed your courses with the Training Department.

4. When is the latest time I will be able to register?

We recommend that you register no later than 1 week before the start of your eTraining session.

5. Why should I run the system check at registration?

It is important that the system check is run to ensure that the PC you will be training on has java installed, cookies and popups have been enabled in order to run the eTraining session.

6. What should I do if Java fails to install on my PC?

Ensure that you have local administrator rights on the PC that you are installing and retry.

7. What should I do if I am unable to attend the eTraining session at short notice?

You should contact the Open GI Training Department immediately and advise them of your unavailability. Please note, late cancellation charges may apply and you would still be charged for the course.



8. What should I do if my phone line is disconnected in the middle of my eTraining session?

If you are disconnected you can rejoin by redialling the teleconference number shown on the Info Tab of your Training Centre web page.

9. What should I do if my Internet connection is disconnected in the middle of my eTraining session?

If you lose your Internet connection please advise your Trainer who will advise you on how to rejoin.

10. Why should I complete the feedback form at the end of my eTraining session?

It is very important to us that we receive feedback on your eTraining experience. All feedback forms will be reviewed by our Training Department to improve future eTraining sessions.

11. When launching the eTraining desktop, after entering my proxy login credentials, I see a red cross in the Connection Centre dialog window. What should I do?

Restart your Internet browser and return to the Training Centre web page, and ensure that you enter you proxy login credentials correctly when prompted.