

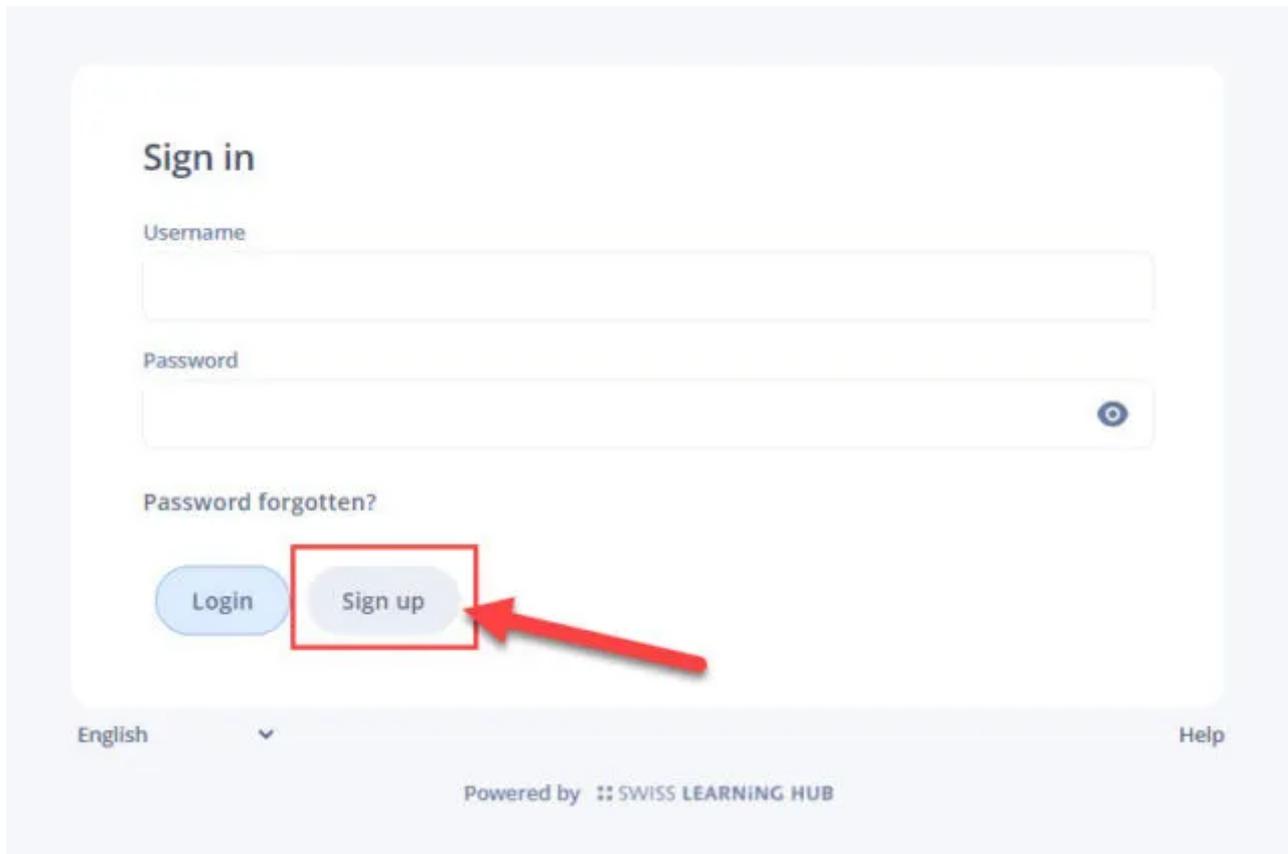
Frequently asked questions

Do you have questions about the RAV information modules? Find all the information you need here!

- I do not know where to register / sign up
- I am not receiving any emails (activation link, forgotten password)
- The activation link does not work
- My username or password is not accepted
- I am logged in, but cannot start the modules
- I have started the module, but I can't get any further

I do not know wehre to register / sign up

Before you can log in to the system, you must first **register**. You can find the registration link on the login page:



The image shows a login page titled "Sign in". It features two input fields: "Username" and "Password". Below the "Password" field is a link for "Password forgotten?". At the bottom of the form are two buttons: "Login" and "Sign up". The "Sign up" button is highlighted with a red rectangular box, and a red arrow points to it from the right. The page footer includes "English" with a dropdown arrow, "Help", and "Powered by :: SWISS LEARNING HUB".

After you have filled out the registration form, you will receive an email with an activation link. Once you have clicked this, you can then log in on the login page with your **email address (=username)** and the **password you set during registration**.

I am not receiving any emails (activation link, forgotten password)

If you do not receive any emails, there may be several reasons for this:

- **SPAM**

It is possible that the email with the activation link has landed in your SPAM folder. Please check there.

- **Incorrect email address**

It is possible that you entered an incorrect e-mail address when you registered. To find this out, you can simply try to register again. If the email address already exists, you will be notified accordingly.

- **No registration**

A third possibility could be that you are not yet registered. In this case you can also simply try to register. If the email address already exists, you will be notified accordingly.

The activation link does not work

If you have received the email with the activation link but the link does not work, please contact your responsible RAV.

My username or password is not accepted

If your username or password is not accepted, there may be several reasons for this:

- **Missing registration**

Please make sure that you have already registered. You cannot log in to the system without prior registration.

- **Incorrect user name**

If you have already registered, you must ensure that you **use the email address with which you registered as your username** when logging in. And you must use the password you set when you registered as your password.

I am logged in, but cannot start the modules

As soon as you are logged in, you must first assign the module in the desired language using the **'Book'** button. You can then start the module by clicking the **'Play'** button.

If you do not see a 'Book' button, it is possible that you are using an outdated operating system version or an outdated browser. The learning platform is optimised for the **latest versions of Windows and Mac**. It is therefore possible that the learning platform does not function correctly or is not displayed correctly with outdated versions.

I have started the module, but I can't get any further

In order to progress in the module or complete a module, you must ensure that you have completed **all chapters within a module** (to do this, click on the 'house' symbol below and you will be taken to the chapter overview. There you can see which chapters you have not yet completed. As soon as you complete this, you should be able to continue with the next module).

You must also generally ensure that you

- **have clicked on ALL the clickable items,**
- have expanded all elements with a '+' sign,
- you have clicked on all other clickable elements,
- watched all videos to the end and
- answered all questions.

Only then can you scroll further down or to the next chapter or module.