

KO AWATEA LEARN - FREQUENTLY ASKED QUESTIONS

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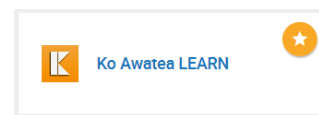
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Accessing Ko Awatea LEARN


Q. Where can I find Ko Awatea LEARN on Wilson?

A. Look for Ko Awatea LEARN under the App Hub

For more e-learning courses and sites, go to the E-learning page under Staff Stuff/Go to Human Resources/E-learning.



Q. How can I make Ko Awatea LEARN a favourite on Wilson?

A. Go to the App Hub and click the star  on the Ko Awatea LEARN app. You will then find the link to Ko Awatea on your Wilson home page under My Apps.

Q. How do I access Ko Awatea LEARN from home?

A. Use your internet search engine (such as Google) to search for 'Ko Awatea LEARN' or type <https://koawatealearn.co.nz/> into your browser address bar - you will then be able to register or login using your Taranaki DHB email address as your username.

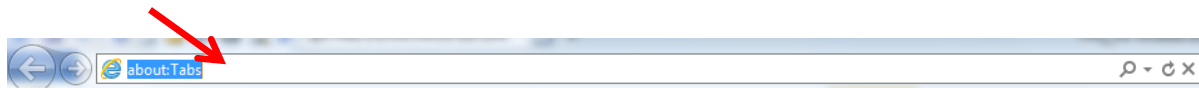
Registration and Login

Q. I have not received an email confirmation to confirm my new log in account.

A. You may not have entered a valid Taranaki DHB email address. Please contact the Taranaki DHB system administrator – details below.

Q. The account confirmation link is not valid.

A. This usually occurs when logging in with WebMail. Please try to copy and paste the link into your browser address bar.



Q. I cannot remember my username


A. It should be your Taranaki DHB email address eg. joe.bloggs@tdhb.org.nz

Q. I cannot login but am sure I have the correct password.

A. Are you using the exact email address you used to set up your account? (see previous question)

If you still have not been able to login please use the 'Forgotten your username or password?' option on the login page. If all else fails, contact the Taranaki DHB system administrator.

Returning to this web site?

Login here using your username and password
(Cookies must be enabled in your browser) 

Email address

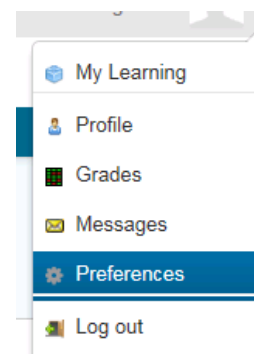
Password

Remember username

[Forgotten your username or password?](#)

Q. How do I change my password once I'm logged in?

A. Click on your name at the top-right corner of the screen, then select Preferences. Then click on Change Password.



Q. How can I edit or update my profile details?

A. Click on your name at the top-right corner of the screen, then select Preferences (as shown above). Click on Edit Profile to make the required changes.

Q. How do I contact the Taranaki DHB system administrator?

A. Email: elearning@tdhb.org.nz | Phone: 06 753 7777 extn 7562

Completing Courses

Q. I cannot access a policy referenced in a Ko Awatea course

A. You may need to be logged into the Taranaki DHB network to access our policies directly.

Q. I have used up all of my quiz attempts but have not passed the course. What can I do?

A. Please email the course facilitator to discuss the options available to you. You will be able to have another attempt.

Q. I am having trouble completing a course, what do I do?

A. In the first instance please email the course facilitator. You will find their details at the start of the course.

Q. How do I contact the course facilitator?

A. The course facilitator is identified at the start of the course, along with their contact details.

Q. What is an enrolment key, and how to I access one?

A. Some courses have an enrolment key, like a password, to register to access it. This will be available from the course facilitator. Please contact them to access the key.

Q. I am not sure where I am up to in my course, how do I check this?

A. Most Taranaki DHB courses have a course completion box in the top-left corner of the screen. Use this to track the activities you must complete to pass the course.

Alternatively, you can check your progress using the Grades menu item which is found under the Administration menu on the side of your screen.

Q. I have completed a course but it isn't showing up in my training history in HR/Payroll Online

A. Courses are manually updated into employees' training history once a week. Please check again in a week's time and if the course is not in your history contact the Taranaki DHB system administrator – details above.

Q. I have found a course under another DHB, can I complete it?

A. No, you will only have completion and professional development hours recorded for courses that are within the Taranaki DHB category. If you are interested in a course from another DHB it may be possible to make this available for Taranaki DHB staff. Please discuss this with the educator for your area, your manager, or contact the Taranaki DHB system administrator – details above.

Site Navigation

Q. I am logged in but cannot see any of the menu buttons

A. On small screens and monitors and menu will collapse. To expand it again, click on the grey button on the right-hand side of the blue ribbon.

