

## **Frequently asked questions**

### **Why can't I log in as a member?**

When you log-in, you need to be careful that you enter your username and password exactly as they appear on the e-mail that you received from the site administrator

### **How do we issue log-in details to our learners?**

All learners will have the same log in details; this information will be issued at sign up

### **What if I can't find the resources I am looking for?**

Production of resources is an ongoing process, priority has been given to resources that support mandatory units and the most commonly selected optional units. If resources are not available for specific topics contact the programme specialist, they may be able to guide you to the resource or give you an indication of when the resource will be available.

### **Are there any guidance notes on the use of askelle?**

Guidance notes are currently being developed to support site navigation. An audio training package will also be available. Until these are available please contact the site administrator for support, - [mhalligan@protocol-skills.co.uk](mailto:mhalligan@protocol-skills.co.uk)