

Frequently Asked Questions

EduCare programmes are simple and easy to use. If you have a question while you're completing an EduCare programme, please feel free to contact the dedicated EduCare Customer Support Team via customersupport@educare.co.uk. Alternatively, you may find an answer to some of your questions below.

Technical Requirements

Our online learning system is designed to work with a wide range of computers. However, there are a few requirements:

- **Windows 2000, XP, Vista or 7**
- **Internet Explorer 6 or later**

Unfortunately, our online learning system doesn't currently support either Apple Macintosh PCs, or browsers other than Internet Explorer, such as Mozilla Firefox or Google Chrome.

I've forgotten my password

If you've forgotten your password, you can click [here](#) to use the Forgotten Password function to retrieve it. This will resend your welcome email to the email address you or your organisation provided.

N.B. Your organisation may have requested that your user details be sent to a generic administrative email address for internal distribution – please check with your training administrator for further information.

I can't access my online programme!

If you can't access your online programme, ensure the following:

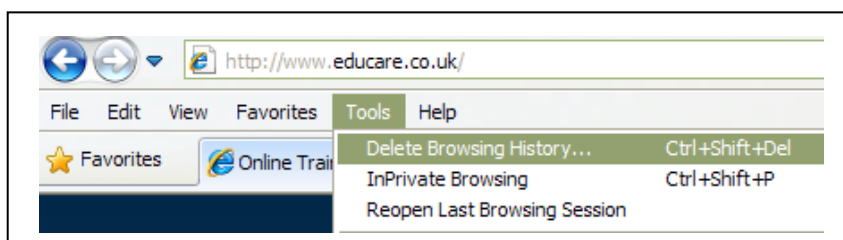
1. Check you're using the correct username and password on the correct portal (<http://platinum.educare.co.uk>) – details will have been sent to your email address in your Welcome Email.

If you haven't had this, check with the person administering the programme in your organisation. If you are unsure who this is, contact the dedicated EduCare Customer Support Team using the email address at the top of this page.

2. Our online learning system will only work on computers running Internet Explorer Version 6 or later. Please check that the computer you are using meets our technical requirements.

3. Try clearing your internet history. To do this in Internet Explorer 7+*:

- Click 'Tools' on your internet browser window
- Click 'Delete Browsing History'
- Click the 'Delete Files' button



If you're still having trouble accessing your online programme, feel free to contact the EduCare Customer Support Team using the email address at the top of the page.

*Other browsers or versions of Internet Explorer may have a slightly different procedure.

I haven't received my login details yet!

Your welcome email containing your login details comes from educare@in2itive.biz, if you have yet to receive this email check with the person administering the programme in your organisation. If you are unsure who this is contact the dedicated EduCare Customer Support Team using the email address at the top of this page.

On occasion the issue may also be that EduCare need to be a trusted user/sender of mail, in order for our emails to successfully pass through spam filters. If you believe this to be the problem, we recommend you check your Junk/Spam emails boxes or contact the IT technical department within your school for assistance.

I have a question about the content of programmes

Our programmes are written by experts in the relevant field. We are also partnered with some of the leading professional and charitable bodies working in the areas we cover. If you believe you've spotted an error or inconsistency in one of our programmes, feel free to send us an email at customersupport@educare.co.uk, and we'll investigate. You can also write to us at: EduCare, Crown House, 33 Warwick Street, Leamington Spa, Warwickshire, UK, CV32 5JX.

I have completed my programme but cannot access my downloadable certificate!

Please ensure that you've read **all** of the modules and answered **all** of the questionnaires in full and upon closing/exiting the programme you must click 'Save & Return' in order for any changes to be saved. If this is done correctly; modules will then show as "Completed" and questionnaires will have a percentage mark next to them in green. If the percentage mark is red then this means you have failed that questionnaire and may need to re-sit that module.

Once all modules and questionnaires are completed, you will receive a completer email telling you, you have passed the programme. In order to access your certificate, login to the EduCare Platinum site and go to the 'My Certificates' page; then find the name of the completed programme. In the 'Programme status' you should see the words 'Generate Certificate', click the link and a warning box will appear ensuring that your name is spelt correctly.

If your name is spelt incorrectly or in the wrong case, go to 'My Information' and amend it before continuing.

N.B. If your name is incorrect and you generate your certificate, there will be an administration fee of £5 (ex VAT) for a reprint.

'Generate Certificate' will then change to 'Download Certificate', once clicked a new window will open on your screen showing your certificate, at this point you can now save and print your certificate. In order to successfully download your certificate you must have Adobe Reader version 6 or later.

What do I do if I've failed a questionnaire?

You will have two attempts at completing each of your questionnaires, if you fail both attempts, your administrator will need to assign you new login details and you will have to start the entire programme again.