**Q:** After you have entered the correct “Access Code” and your “Full Name” you are prompted for the “Access Code” again.

**A:** you have to unblock your pop-ups! There may be various pop-up blockers installed on your computer. One is integrated in the Internet Explorer itself.

How to turn off pop-up blocker in Internet Explorer:

Another pop-up blocker can be installed as part of the Yahoo, Google or Windows Live Toolbar search/tool bar:

Don’t forget that additional pop-up blockers may be installed as part of the various Internet security packages or anti virus packages.

**Q:** After you have entered the “Access Code” you have been asked for your student ID and date of birth.

You have entered invalid access code. Please double check the code before you contact your trainer. Often 0 (zero) is typed as character O and vice versa.

If none of the above works, please contact your trainer on trainer@aoi.edu.au with your details and detailed description of the problem. Descriptions like: “I can’t log in to the system” are not containing sufficient information for trainer to resolve the problem.