

cpd4physios FAQs

I've forgotten my username, what should I do?

You can use your email address.

I've forgotten my password, what should I do?

Use the 'Forgotten your username or password' link on the sign-in screen and an email will be sent to your email address, with instructions how to get access again.

I've forgotten which email address I use to login, what should I do?

Try your usual ones, which may be your personal, work or university address.

Try resetting your password using the 'Forgotten your username or password' link.

If none of these work, contact our Member Support Team at info@australian.physio during eastern-Australian business hours and we'll look after you.

I'm not an APA member, can I purchase courses on cpd4physios?

Yes you can. Browse our catalogue, and once you've made your selection just click the 'Add to cart' button and you'll be taken through the registration and secure payment process. When you're ready to get started go to **My Learning Dashboard** (you may need to login using your email and password) and click on the course name to open the course. Then click on each of the learning activities, videos etc to progress through!

How do I purchase a course on cpd4physios?

Browse our catalogue and once you've made your selection, just click the 'Add to cart' button and you'll be taken through the registration and secure payment process.

I'm an APA member, why aren't I getting a discount?

This sometimes occurs when you change your email address and it hasn't synced across to cpd4physios yet. Contact our Member Support Team at info@australian.physio during eastern-Australian business hours and we'll look after you.

Why was my credit card payment declined?

We accept payments from cards issued in Australia, Canada, New Zealand and the USA. If your card was issued in another country, unfortunately it won't be processed by our systems.

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I have purchased a course on cpd4physios and it is not appearing on my dashboard.

That's unusual, contact our Member Support Team at info@australian.physio during eastern-Australian business hours and we'll look after you. We'll ask you:

- What is the full course name?
- Have you received an invoice?
- Can you confirm payment on your credit card if you have not received the invoice?

And:

- What type of device are you using? E.g. a desktop computer, laptop, tablet, etc.
- Which browser are you using? E.g. Internet explorer, Microsoft Edge, Chrome, Safari, etc.
- Are you using Apple, Windows or Android?

How can I print a copy of my tax invoice showing my purchases?

There are two ways:

- The system emails your tax invoice – you can simply print the email. If the email hasn't arrived – check your Junk email folder
- Sign into cpd4physios, go to the top right and click on **My account**. Go to the **Purchase History** tab and it displays the list of invoices. Click the invoice you wish to download and you can choose to save it to your files or print it.

I've purchased a course, how do I start it?

When you're ready to get started go to **My Learning Dashboard** (you may need to login using your email and password).

- The first time - click on **View Course** under the course name to open the course. Then click on each of the learning activities, videos etc to progress through.
- To resume a course you've already started - click on the image or course name to open it.
- To go back into a course you've completed - click on the image or course name to open it.

I've registered for a course, why can't I start it?

Is there a pre-requisite course that must be completed first? This information will be in the course listing or description.

I can only see the 'Summary' section of the course that I've purchased; what should I do?

Is there a pre-requisite course that must be completed first? This information will be in the course listing or description.

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I've completed the video or activity, why isn't it showing as 'completed'?

Check that you're using the most up to date versions of:

- Java
- your browser

Otherwise - that's unusual, contact our Member Support Team at info@australian.physio during eastern-Australian business hours and we'll look after you. We'll ask you for:

- the course name
- and the video or activity name

And:

- What type of device are you using? E.g. a desktop computer, laptop, tablet, etc.
- Which browser are you using? E.g. Internet explorer, Microsoft Edge, Chrome, Safari, etc.
- Are you using Apple, Windows or Android?

I've resumed a video and it's gone back to the start.

Just move the slider at the bottom of the screen to resume from where you were up to.

Why can't I progress to the next video or activity?

Check that you're using the most up to date versions of:

- Java
- your browser

Otherwise - that's unusual, contact our Member Support Team at info@australian.physio during eastern-Australian business hours and we'll look after you. We'll ask you:

- What is the full course name?
- What is the name of the last video or activity that you completed?
- What is the name of the video or activity that you're having issues starting

And:

- What type of device are you using? E.g. a desktop computer, laptop, tablet, etc.
- Which browser are you using? E.g. Internet explorer, Microsoft Edge, Chrome, Safari, etc.
- Are you using Apple, Windows or Android?

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Why can't I get my certificate?

Have you completed all the required videos, activities or quizzes?

If you have completed everything, please contact our Member Support Team at info@australian.physio during eastern-Australian business hours and we'll look after you. We'll ask you:

- What is the full course name?
- What type of device are you using? E.g. a desktop computer, laptop, tablet, etc.
- Which browser are you using? E.g. Internet explorer, Microsoft Edge, Chrome, Safari, etc.
- Are you using Apple, Windows or Android?

How can I print a copy of my certificate now that I have completed the course?

Once you've completed all the mandatory course activities the certificate will be available as a PDF. It's usually one of the last items or activities on the list. You can print this or save it to one of your folders.

Can I apply for an extension?

Content is usually available for 12 months from registration. Very occasionally there may be exceptions and we'll let you know in the course information in these cases. An example is cybersecurity which is a fast-changing area.

Extension requests go through an approval process and may take several days to process - we ask you to provide a reason for the extension.

If you would like to request an extension contact our Member Support Team at info@australian.physio during eastern-Australian business hours and we'll look after you. We'll ask you:

- What is the full course name?
- What is the reason for the extension?
- How long would you like the extension for? Usually we'd provide a single extension for a couple of weeks.

What device do I need to complete courses and modules on cpd4physios?

Our courses and modules run on desktop computers, laptops, tablets and most smartphones.