

cpd4physios FAQs

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.

If you are using a smartphone, you will need to use landscape mode in order to login to <https://cpd4physios.com.au/>. For some courses, the navigation 'back' and 'next' buttons may disappear when using a smartphone. You can swipe sideways to navigate through the course content.

The following table shows what browsers and operating systems are supported when using cpd4physios:

Operating system	Supported browsers
Windows	<ul style="list-style-type: none"> • Microsoft Edge • Google Chrome • Firefox
Android	<ul style="list-style-type: none"> • Google Chrome • Firefox • Microsoft Edge
Apple	<ul style="list-style-type: none"> • Safari • Google Chrome • Firefox

If you experience any issues navigating the cpd4physios website or accessing your courses, please check that you are using the most up to date versions of:

- your browser
- your operating system

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

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

You can use the email address you used to sign up to the site.

I'm an APA member and I've forgotten my password, what should I do?

We link all of our systems for APA members. For password changes, you will need to go to the australian.physio website, and use the 'Forgot username/password' link on the login box: <https://australian.physio/>

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I'm not an APA member and I've forgotten my password, what should I do?

If you are not a member of the APA, you will need to use the 'Forgotten your username or password' link on the cpd4physios sign-in screen: <https://cpd4physios.com.au/>

An email will be sent to the email address you used to sign up to this site 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. To do this:

- if you are a member of APA member, you will need to go to the australian.physio website, and use the 'Forgot username/password' link on the login box: <https://australian.physio/>
- if you are not a member of the APA, you will need to use the 'Forgotten your username or password' link on the cpd4physios sign-in screen: <https://cpd4physios.com.au/>

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

I'm having trouble logging in to cpd4physios on my smart phone.

If you are using a smart phone and are unable to find the sign-in button, you will need to use landscape mode in order to login to <https://cpd4physios.com.au/>.

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

Yes, you can. Browse our catalogue at <https://enrol.apacpdguide.com.au/>, 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 to <https://cpd4physios.com.au/> 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 at <https://enrol.apacpdguide.com.au/> 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 and we will look after you during eastern-Australian business hours.

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

That's unusual. Please contact our Member Support Team at info@australian.physio and we will look after you during eastern-Australian business hours. We will 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?

If you purchased a course more than 12 months ago, it might be that your enrolment in the course has expired. Once your enrolment in a course expires, it will no longer display on your My Learning Dashboard.

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 (<https://cpd4physios.com.au/>), click on **Catalogue** from your My Learning Dashboard, then 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 to <https://cpd4physios.com.au/> 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.

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I can only see the 'Course summary' section of the course that I've purchased. How do I get access to the course content?

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

If you have applied for an exemption for the pre-requisite course and received confirmation that your exemption has been granted, please contact our Member Support Team at info@australian.physio and we will look after you during eastern-Australian business hours.

I would like to register for a course, but it has a pre-requisite course that I believe I already have the equivalent competence, knowledge, skills and/or experience for. How do I apply for an exemption for the pre-requisite course?

If you have completed other courses or believe you are able to demonstrate that you have equivalent competence, knowledge, skills and/or experience (or higher), you may apply for an exemption for a particular course. Exemption applications must be completed and submitted on the standard template. Request a copy of the exemption application form by emailing Exemption@australian.physio

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

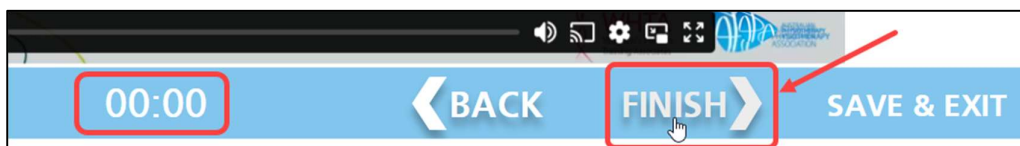
Just move the slider at the bottom of the screen to resume from where you were up to.

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

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

- Java
- your browser
- your operating system

Check if the countdown timer at the bottom of the screen has elapsed. Once the countdown timer has elapsed to 00:00, the 'Finish' button will become available. Click on the 'Finish' button to complete the video or activity.



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

- the course name
- and the video or activity name

And:

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- 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?

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

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

- Java
- your browser
- your operating system

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

How do I navigate back to my course?

When opening the certificate using an Apple operating system, all supported browsers will open the certificate in the same browser window, so you will need to print or save the certificate to one of your folders before hitting the 'Back' button on the browser to navigate back to cpd4physios.

I'm having trouble navigating through my course on my phone.

For some courses, the navigation 'back' and 'next' buttons may disappear when using a smartphone. You can swipe sideways to navigate through the course content.

If you experience any other issues navigating the cpd4physios website or accessing your courses, please check that your operating system and browser are up to date.

The following table shows what browsers and operating systems are supported when using cpd4physios:

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

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 and we will look after you during eastern-Australian business hours. We will 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 save or 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.

Please note that when using an Apple operating system, all supported browsers will open the certificate in the same browser window, so you will need to print or save the certificate to one of your folders before hitting the 'Back' button on the browser to navigate back to cpd4physios.

Can I apply for an extension?

To ensure our members receive up-to-date content and to protect the intellectual property of our course authors, enrolment access is limited to 12 months in accordance with our [Terms and Conditions](#). . Very occasionally there may be exceptions where it is less than 12 months, and we'll let you know in the course information in these cases. An example is cybersecurity which is a fast-changing area.

Once your enrolment in a course expires, it will no longer display on your My Learning Dashboard.

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We recognise that there are times when additional access may be helpful, and we are happy to accommodate extension requests where the course has not undergone significant updates or is not scheduled for decommissioning.

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, please contact our Member Support Team at info@australian.physio and we will look after you during eastern-Australian business hours. We will ask you:

- What is the full course name?
- What is the reason for the extension?
- How long would you like the extension for?