

Frequently Asked Questions (FAQs)

Q: Can I use my own device to access Careway Academy?

A: Using Your Own Device – What you need to know

- Personal devices are used at the users' own risk
- AAH Pharmaceuticals Limited are not responsible for any loss or damage caused by use of the service, including (but not limited to) loss of data or damage to the device under any circumstances
- The user is responsible for ensuring that their device is protected by suitable antivirus software
- AAH Pharmaceuticals Limited are not responsible for the provision of IT support for this service when accessed using personal devices, or devices not provided by AAH Pharmaceuticals Limited. This includes maintenance or upkeep of any device (for example: installing updates or upgrades, fixing any software or hardware issues)

If you do not accept any of the information detailed above you should **not** use your own device. Using your own device constitutes acceptance of these terms.

Q: I have forgotten my password – what do I do?

A: Please use the **“forgot your password”** link under the login details. You will be asked to enter your email address, and a new password will be sent to that email address.

Alternatively, please contact the Customer Service Desk on **0344 561 2266** we will reset your password for you.

Q: What do I do if I want to change my password?

A: First, select **“My details”** displayed at the top right hand-corner of the screen. Then select **“Edit my personal details and change the password”**. You will then need to select the **“Change”** button. Once you have done this you can type in your new password in the boxes provided. Select the **“Change”** button to save the changes. Then finally make sure that you select the **“Submit”** button to update your details.

Please Note: Your password needs to be a minimum of 8 alphanumeric characters.

Q: I have logged in but am unsure where to get started and where to go for things?

A: To search for and to launch an eLearning programme, select the **“My Catalogue”** tab. My Catalogue allows you to see all the programmes available to you.

You can search for the name of the module you are looking for by typing it into the **“Programme Search”** box and then select eLearning from the dropdown list, followed by selecting on **“Search”**. A list of available modules will appear, select the appropriate module to launch it.

Q: I launched an eLearning course but it's not working?

A: Please check that you have the correct settings to run an eLearning course:

- If you receive a pop-up blocker prompt, select option **“Always Allow”** this will allow the eLearning module to launch in a new window
- Enable your flash player
- In addition to the eLearning pop-up window, ensure that you **do not close** the Careway Academy webpage as it needs to run in order to collect your eLearning data for reporting purposes.

If you are still experiencing problems, please contact Customer Service Desk on **0344 561 2266**

Q: My eLearning Course results are not displaying?

A: If you have just completed an eLearning course and your results are not displaying in your “**My Learning**” tab, press the **F5** function key to refresh your page, or sign out and sign back into Careway Academy.

If your results are still not displaying please contact the Customer Service Desk on **0344 561 2266**