

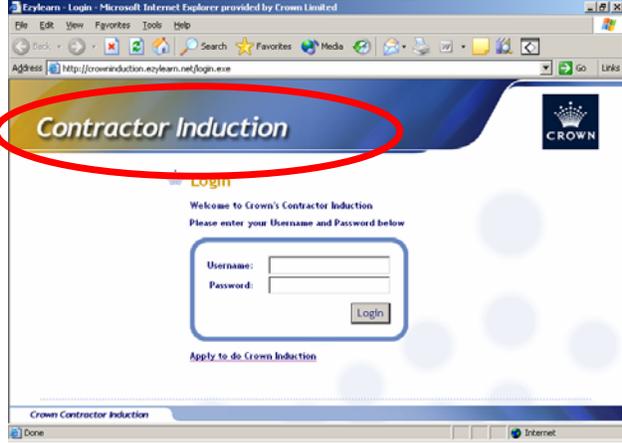
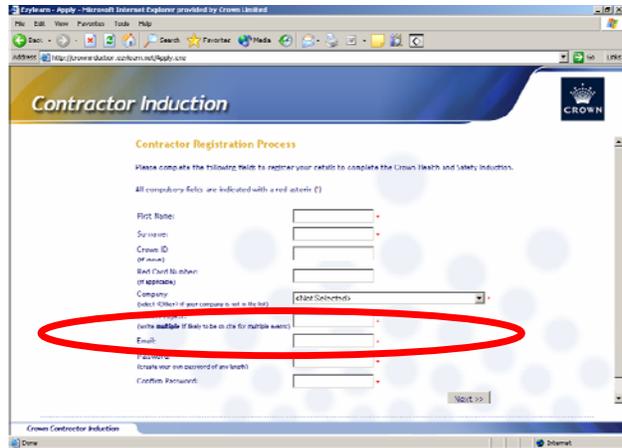


Issue	Action
<p>1. What does my computer need to run the Crown Health & Safety Induction?</p>	<p>To successfully access the training modules you will require the following:</p> <ul style="list-style-type: none"> ▪ A PC based computer ▪ Internet Explorer: Version 6.0 or above ▪ Java Runtime Environment: Version- 1.4.1 sub-build 2 or version 1.4.2 & above ▪ Resolution: Minimum 1024 x 768 ▪ Flash Player 7 ▪ All Pop-up Blockers turned off or configured to allow access to http://crowninduction.ezylearn.net ▪ Client computer firewall set to allow access to http://crowninduction.ezylearn.net ▪ Network Firewall set to allow access to http://crowninduction.ezylearn.net
<p>2. What if my computer is an Apple MAC?</p>	<p>The software used to deliver Crown’s Health & Safety Contractor induction training was developed to run in the PC environment. If you are using a Mac and it is not possible to use a PC, ensure that you access the induction using Safari browser 1.3.2.</p>
<p>3. I have registered into the Induction but when I click on a module to start the training I get this message:</p> <p>Error: No Java 2 SDK, Standard Edition v 1.4.1 support for APPLET!!</p>	<p>The Java Runtime Environment (JRE) is required to launch and run training resources developed to the SCORM 1.2 Standard. If your computer does not have the JRE installed please use the following procedure to install JRE on your computer.</p> <p>Java Runtime Environment – Installation Procedure</p> <p>In the link below there is a testing environment that will examine your computer and report on its JRE status. If there is no JRE installed there are detailed instructions on installation.</p> <p>Go to http://www.java.com/en/download/help/testvm.xml</p> <p>Flash Player</p> <p>Your computer will also need a Flash Player. You can test your computer for Flash Player. If your computer has no Flash Player installed please click on the below link to access installation.</p> <p>If you are installing a Flash Player please make sure you have a free Yahoo Toolbar option for installation unchecked. This is important as the Yahoo Toolbar will install pop-up blockers that will need to be uninstalled.</p> <p>Go to http://www.adobe.com/products/flash/about/</p>
<p>4. I have registered into the Induction but when I click on a module to start the training nothing appears on the screen.</p>	<p>Pop-Up Blockers</p> <p>Pop-Up Blockers need to be configured or removed from the computer. Internet Explorer has an inbuilt pop-up blocker. You can turn it off or change the settings to include the following address in the allowed sites section.</p> <p>Type the following address into the “Address of Web site to allow” input box and click on the Add button to place the Induction address, crowninduction.ezylearn.net, into the allowed sites window.</p>

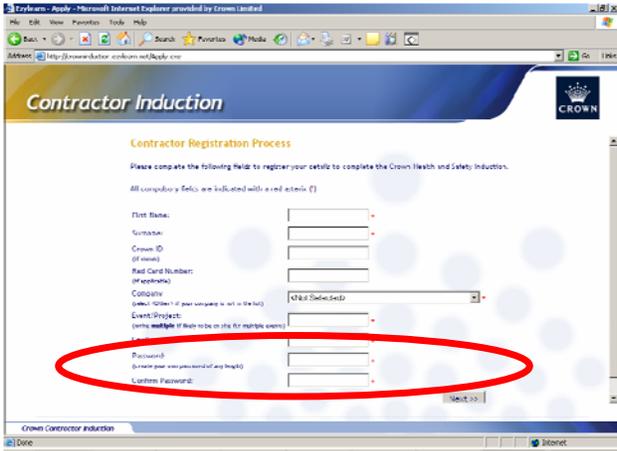


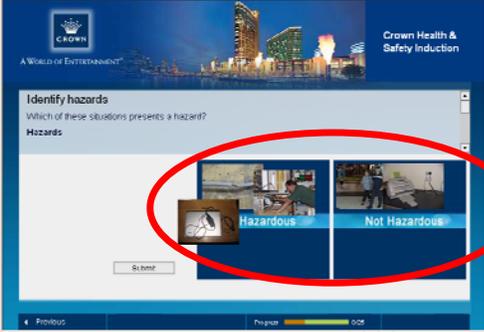
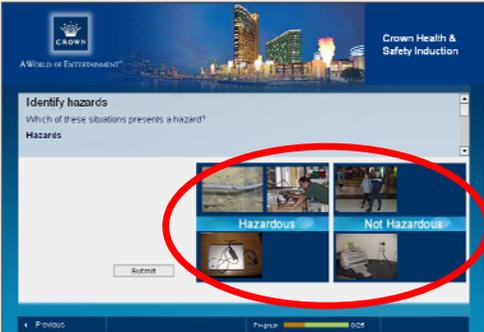
Issue	Action
	 <p>Other pop-up blockers that maybe on your computer without your knowledge could be Yahoo Toolbar and (or) Google Toolbar. While you're doing the training remove them from the computer. You can put them back on if you wish once you have completed the induction.</p> <p>To remove these additional toolbars please go to: Start > Control Panel > Add and Remove Programs > Yahoo Toolbar > Change/Remove Button</p> <p>Start > Control Panel > Add and Remove Programs > Google Toolbar > Change/Remove Button</p> <p>Firewalls</p> <p>Firewall can create two issues. The first of these is stripping out the Header information. Firewalls can remove information from the return message to the server. This will cause the browser to return an Invalid Password message. To overcome this, the firewall will have a Trusted Sites section. Add the Induction address, crowninduction.ezylearn.net, to this section of your firewall.</p> <p>The second issue is the firewall blocking .exe's. This will usually only occur on a company network. In this case the person responsible for the network and firewall will need to add the address to the trusted sites list in the firewall.</p>



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<p>5. I can't log in to complete the induction training?</p>	<p>Separate online training sites exist for Crown Employees and Contractors. Please ensure that you have typed in the correct address in the internet address bar:</p> <p>http://crowninduction.ezylearn.net/login.exe</p> <p>Whilst the sites are similar you will be able to distinguish the Contractor Induction site by the title at the top of the page.</p>  <p>For further information on how to log into the Health and Safety Induction please refer to the Contractor Induction brief. Handouts available from your Crown Contract Controller or Staff Entry.</p>
<p>6. What if I don't have an email address?</p>	<p>An email address is required in the event that you forget or misplace your password and to advise you when your contractor induction is due for renewal. If you do not have an email address, you can enter the email address of your Manager/Supervisor, friend, or family member.</p> <p>In the event that you forget or misplace you password an email will be sent to your nominated email address, please keep this email safe for future reference.</p> 



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<p>7. Who is my Crown Contract Controller?</p>	<p>A Crown Contract Controller is a Crown employee responsible for managing your company's contract. Please contact your Contractor Controller if you have any queries or concerns regarding the Health and Safety Contractor Induction.</p>
<p>8. Where do I get my password from?</p>	<p>You will be required to create a password to access the Health and Safety Induction during the registration process.</p>  <p>The password can be anything you choose. Please ensure that you record your password for future access to the site.</p>
<p>9. My computer has crashed, what can I do?</p>	<p>All modules that you have completed prior to the computer crashing will be saved and you will not have to complete them again. However if you are in the middle of completing a module you will need to recommence that module.</p> <p>If you are using a Crown computer switch off the computer and log on to another computer using your allocated 'T' or 'C' number and password to resume induction. Please report any faults to your Crown Contractor Controller.</p>
<p>10. Why does the induction take so long? What if I don't have enough time?</p>	<p>The Health and Safety Contractor Induction has been designed to provide you with all the information necessary to work safely at Crown. The length and depth of your induction will depend on the work you will be completing at Crown (maximum induction time is approximately 1hr 30mins).</p> <p>The Crown Health and Safety Induction has been designed so that it can be completed at your office or home. It is recommended that you complete the induction prior to entering Crown premises.</p>
<p>11. I can't seem to pass my assessment?</p>	<p>The assessment questions are randomised so that you are asked different questions each time you commence the training modules. Please ensure you read all assessment questions carefully before attempting to answer the questions.</p> <p>When completing the drag and drop questions please ensure the photos do not overlap as the computer may not accurately record your response.</p>

Issue	Action
	  <p>If you are still experiencing difficulty please contact your Crown Contractor Controller.</p>
<p>12. Where can I get help?</p>	<p>For information on how to register for the Health and Safety Contractor Induction please refer to the Contractor Information Brief Handout.</p> <p>The Contractor Information Brief can be obtained from your company, Crown Contract Controller, or Crown Staff Entry.</p> <p>For any other queries or concerns please contact your Crown Contract Controller or Ezylearn 03) 54 434 761 during business hours.</p>



Crown Melbourne a healthy and safe place for everyone.