

HOW TO SOLVE aXcelerate ISSUES



1. When going into <https://aframembers.com.au/member-training/> to book a student into a course, I cannot get into aXcelerate and it keeps taking me to the same screen.

This means that you have not setup your mutli-factor authenticator (MFA) and it will not allow you to book anyone in as a security measure. You need to type in the MFA code to allow you to book people into training. Go to <https://aframembers.com.au/member-training/how-to-use-axcelerate/> to view instructions.



2. When going into aXcelerate the course is already completed and I have not started the course.

This happens when a person is using a generic email address (more than one person share an email address). When enrolling people that share a generic email address you must add a mobile phone number (unique to the enrolling student) at enrolment. The person doing the course must then use that mobile number to access the training. Another way you can tell if this is your course is that the initials located on the top right-hand corner are yours. If not, it is likely you have used a shared email address.



3. A person has not received an email to do the course

The email address has been typed in incorrectly OR the person has an old email address in the system and it has not been updated when a new enrolment is done.



4. A student cannot get into a course

Normally this means the course has expired and the student needs to be re-enrolled.

- The booking person can see a student's course dates in the Client Portal by selecting "in progress" next to course.
- A student will see the expiry date in the Learners Portal by selecting the course overview – this will display the course dates.



5. Using the Mozilla internet browser and cannot get into aXcelerate

The Mozilla internet browser does not support aXcelerate. It is recommended you use either Google Chrome or Microsoft Edge to undertake aXcelerate courses.



6. Forgotten password to get into aXcelerate

When you are at the login screen for aXcelerate select "forgot password" and link will be sent to reset your password.



7. Adding a mobile number in the client portal for a student who shares a generic email address, but they still cannot get into aXcelerate.

Even though you have added a new mobile number, it must be reset by AFRA and a new email sent out from aXcelerate system.



8. Running a report in the Client Portal and cannot see some people who have completed course/s today.

aXcelerate updates the current day course completions in an overnight run. Any reports run from the client portal will only show course completions up to the previous day.



9. Someone has not started their course and has left the company. Can it be transferred to another person?

Training can be transferred only if the original student had not completed the training course within the 30 days. Once transferred to another person they must finish by the original expiry date.

(Example: Original person enrolled 1 June 2023 course expires on 30 June 2023. Transferred to another person on 7 June 2023

21 days left on the course. The new enrolled person must finish by the original expiry date on 30 June 2023.)

To transfer you will need to advise the AFRA office as this is done manually in the system.



10. Have not received an invoice for the training booked

This happens when you have not entered credit card details at the time of enrolment. Email the AFRA office for further advice.



11. Logging into aXcelerate with an email address and it will not let me into aXcelerate

It is likely the email supplied at enrolment was a work email address and the student is trying to use a personal email address instead. The system will not recognise this email address as it does not match the one in the system. If a different email address must be used, please contact the AFRA office to change it in the system.



12. Logging in with a mobile number into aXcelerate

When you setup your aXcelerate account with a mobile number, remember to type in 61 (leave out the 0) in front of the mobile number, eg: 61417000000. 61 represents Australia. ●