

Troubleshooting

In the first couple of weeks of your Alpha online, it is likely that some guests will experience technical difficulties as they become familiar with using the online platform.

Guests have access to a **help page** (<http://alpha.org/guest-faqs>) for common technical issues however they may contact you directly if they need some initial support in getting online.

The **Alpha online troubleshooting page** (<https://www.alpha.org/aotrainning/troubleshooting>) outlines some of the common issues you or guests may face and what you can do to solve them.

As you and your Alpha team use the platform during this pilot, we recommend you have a back-up plan, in the unlikely event that you are unable to access the platform for an Alpha session.

Where to go for help

You will have received a link to the platform, your admin login details and a dedicated pilot training page with this handbook. Please log in to the platform at your earliest convenience so you can identify any support you need well in advance of your first Alpha session.

This handbook and the training videos are designed to support you as you set up and run your Alpha. If you can't find an answer to your query here then there are two additional resources we have for you below.

Troubleshooting workshop

If you have questions as you set up your Alpha and before you start your course, please register here for an Alpha online trouble shooting workshop. At the workshop, the team will be available to answer questions you have. These are designed to help you trouble shoot any issues.

Help Desk

You will be able to access the Help Desk via the 'Manage Course' area of the platform. The Help Desk will be limited to technical questions about the platform and available to Alpha Leaders and Alpha Administrators only. For help with best practice on how to run Alpha sessions (non-technical) please reach out to your National Alpha Office Director. If a guest requires help, they should come to you in the first instance and if you are unable to help them you may access the Help Desk on their behalf.