

COSTI ONLINE SERVICES FAQ

Why can't I log in?

There could be many reasons but the most probable is you have simply forgotten your password, are trying the wrong one or are entering it incorrectly. Some other things to think about include:

- * Does your username or password contain a mixture of upper and lower case letters?
It should be entered exactly
- * Are cookies enabled on your browser

How many courses can I take at one time?

You are only able to take 1 course at a time as we have limited space and there is enough work in the course to keep you busy during the course. You may apply to take a second course during the next available session.

How many workshops can I take at one time and how long do I have access to the information?

You may take up to **3** workshops at one time and they remain available for 4 weeks. They are self directed courses which mean that you work on them at your own time and you can start them at any time. If you wish to enrol in additional workshops please send us a message and we will provide the enrollment keys.

Will there be someone to help me if I don't understand something?

Absolutely, there is an e-facilitator monitoring each course and an e-counselor monitoring the workshops. If you have any questions you can click on the picture of the e-counselor or e-facilitator and ask or you can post your questions in the forum.

When do I receive the enrollment key for my course or workshop?

The courses have a start date; you will receive an email from your facilitator on the Friday before the course starts with the enrolment key that you need. If you are taking a workshop you will receive an email within 24 – 48 hours of your registration with the information you will need.

How do I gain access to a course?

Locate or search for the desired course and click on the course name. If you have an enrollment key, enter it when prompted, and click Enroll me in this course.

When can I complete the course activities?

The course has a calendar which tells you when a module opens; each module is 2-3 days long; course readings and activities can be completed at any time of the day.

How do I get back to the homepage?

Use the navigation bar at the top left of the page and click on COSTI

Where have all of the modules gone?

You have probably clicked on the icon. To reveal all open modules you need to click on the icon which you will see in the right margin of the topic.

How can I get copies of forum posting in my email?

If you are not receiving copies of your posting in your email, make sure you are subscribed to the forum. Your facilitator may subscribe you to the forums in order to make sure that you receive notification of postings.

Why is there no upload box in the assignment?

This is either because:

- * The assignment has now closed
- * The assignment is not yet open
- * You already uploaded something and the settings prevent resubmissions

How can I see my recent assignment feedback?

There are many ways you can access their feedback. The most common method is by simply going to the same place where you uploaded the work. Another common method is to follow the link in the recent activity block (if the teacher has included it on the course). Another method would be to access the grade book and then follow the link for the required assignment. Depending upon how the assignment was set up, you may receive an email when it has been marked with a direct link to the feedback.

Why am I getting zero on my quiz when the answer is correct?

You may want to send a message to your facilitator as there may be a mistake or she may need to help you.