



## SOP for Internet Training Platform

- Please use Google Chrome as your browser!  
If you do not have it, download it from <http://support.google.com/chrome/bin/answer.py?hl=en&answer=95346>
- Please read the instructions that you received with the login details, the attachment and videos will explain how to Logon.
- If you cannot find the logon email, please look in your JUNK email folder. They sometimes get filed there by your email rules.
- On the first login you will be asked to enter your email address and change your password, please remember that you have changed the password, when you login in future. This will be your password in future.
- Please try and do the course in advance of the expiry date and preferably when you are at a site with a decent connection.
- If during the course, it takes longer than 5 minutes per slide to download, please log off and try to get a better connection.
- If the buffering is taking a long time please try and get to a better connection
- When you log off or the connection drops, you do not lose any work. The platform will remember where you were. You therefore are not downloading the work you have done again.
- If you can't get to a better location, then try do the course at night when there is less activity on the line.
- If you are unsure of the line speed go to [www.speedtest.net](http://www.speedtest.net) and run a test. The line should be at least 300kb/s (0.3Mbps) up and 600kb/s (0.6Mbps) down with a ping no greater than 50ms.
- Remember that the speed of the course is dependent on the internet connection.
- You may take notes during the course and or go backwards to refresh certain modules.
- You have access to the course for 9 months so that you can login at any time to review.

If you are having any difficulty please contact Kershal Aviation.

[Trainingsupport@kershalaviation.com](mailto:Trainingsupport@kershalaviation.com)