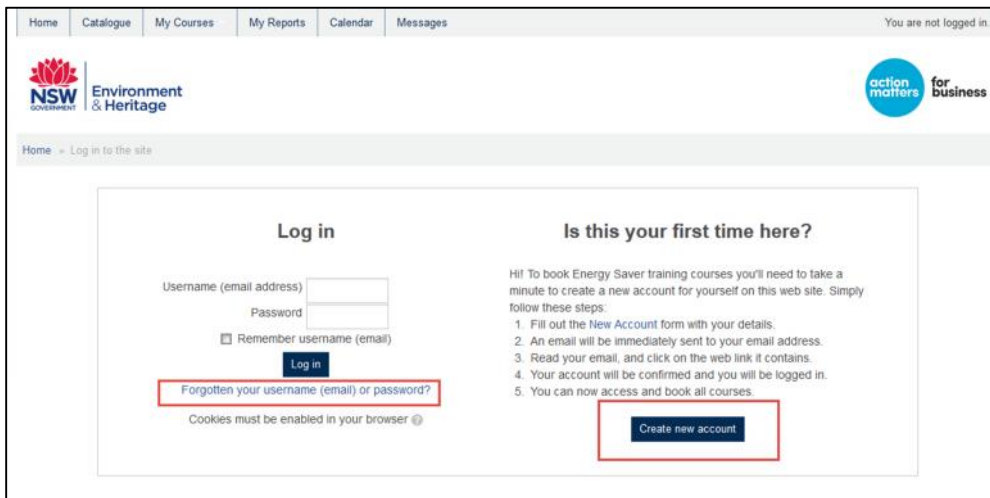


Office of Environment and Heritage (OEH) Energy efficiency training – Frequently asked questions

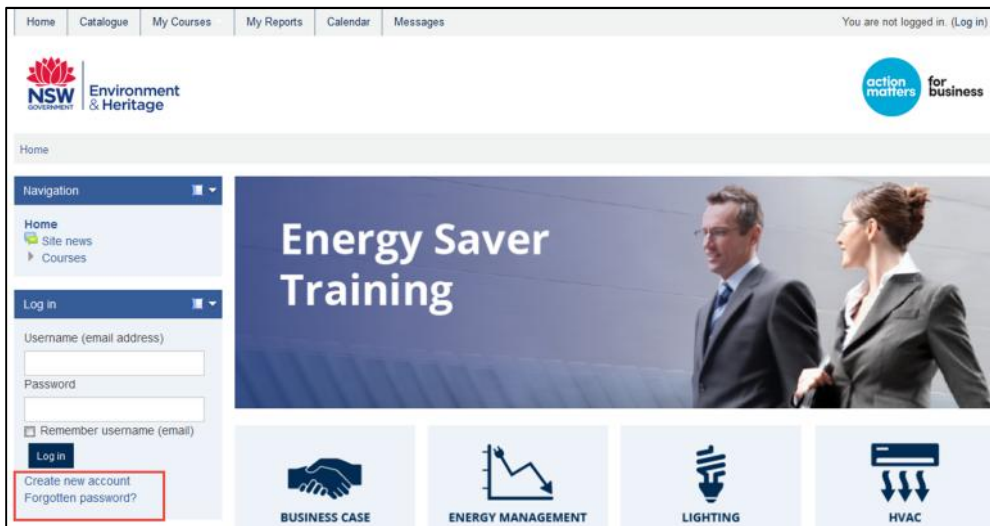
1. How do I create an account?

Each learner must have an online account, to book and participate in a course. To create an account simply click on 'Create new account'. See image below.

- Fill in the required fields and submit.
- You will receive a confirmation email with a request to confirm your account, click on the link provided in the confirmation email.
- Once you have completed that task, you are ready to book.



This can also be accessed from the Home page as well:



2. I have an account but I have forgotten my password?

To reset your password simply click on 'Forgotten password' below 'Log in' on the left side of the screen. See images above.

3. I created an account but I can't log in.

Check if you received a confirmation email, and that you clicked on the confirmation link provided in that email. If after that you are still having problems, please contact OEH.

4. I've created an account, how do I book a course?

Choose a course, then navigate to the booking link via one of two methods:

- a. Click the 'Book now' link on the OEH website – it will take you to the course via a log in page.

Location and dates

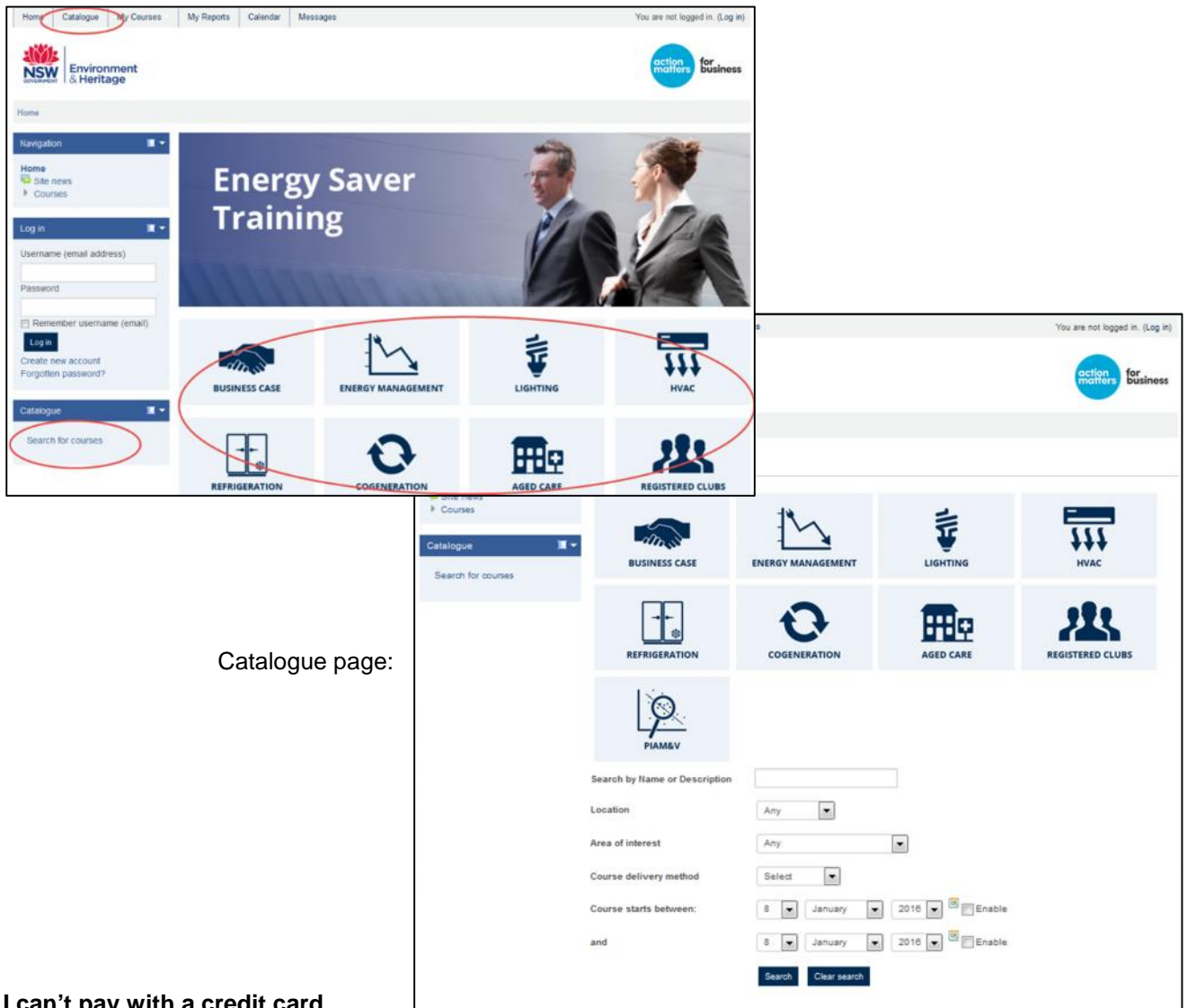
Find a session that suits you and book online. If there isn't a suitable session, please [register your interest](#) in attending on a future date.

- Tuesday 1 & Wednesday 8 March 2016
 8.30 am - 12.30 pm
 UNSW CBD Campus, Sydney

BOOK NOW
- Wednesday 18 & 25 May 2016
 8.30 am - 12.30 pm
 The Holiday Inn, Parramatta

BOOK NOW

- b. Click the 'Catalogue' or course icon links on the Energy Saver Training learner site. Search for your course and click the 'Book now' link – it will take you to the course via a log in page.



The screenshot shows the 'Energy Saver Training' website. The top navigation bar includes 'Home', 'Catalogue', 'My Courses', 'My Reports', 'Calendar', and 'Messages'. The 'Catalogue' link is circled in red. Below the navigation is a 'Log in' section with fields for 'Username (email address)' and 'Password', and a 'Log in' button. Below the login section is a grid of course categories: BUSINESS CASE, ENERGY MANAGEMENT, LIGHTING, HVAC, REFRIGERATION, COGENERATION, AGED CARE, and REGISTERED CLUBS. A search bar is also visible. The 'Catalogue' page is shown in a separate view below, highlighting the search bar and the search filters.

Catalogue page:

5. I can't pay with a credit card,

could I EFT the payment or be invoiced for a course?

An invoice can be requested for payments if the total cost is at least \$100 OR you are a government agency or school. Simply email OEH at energy.saver@environment.nsw.gov.au

Note: Bookings are not guaranteed until payment is received.

6. How do I make multiple bookings?

Multiple bookings cannot be made online at this time. If you wish to make a group booking, please email OEH at energy.saver@environment.nsw.gov.au

7. I use an Apple Mac and I can't see the buttons to book or access an activity?

Your JavaScript may not be enabled. To check or enable JavaScript on a Mac:

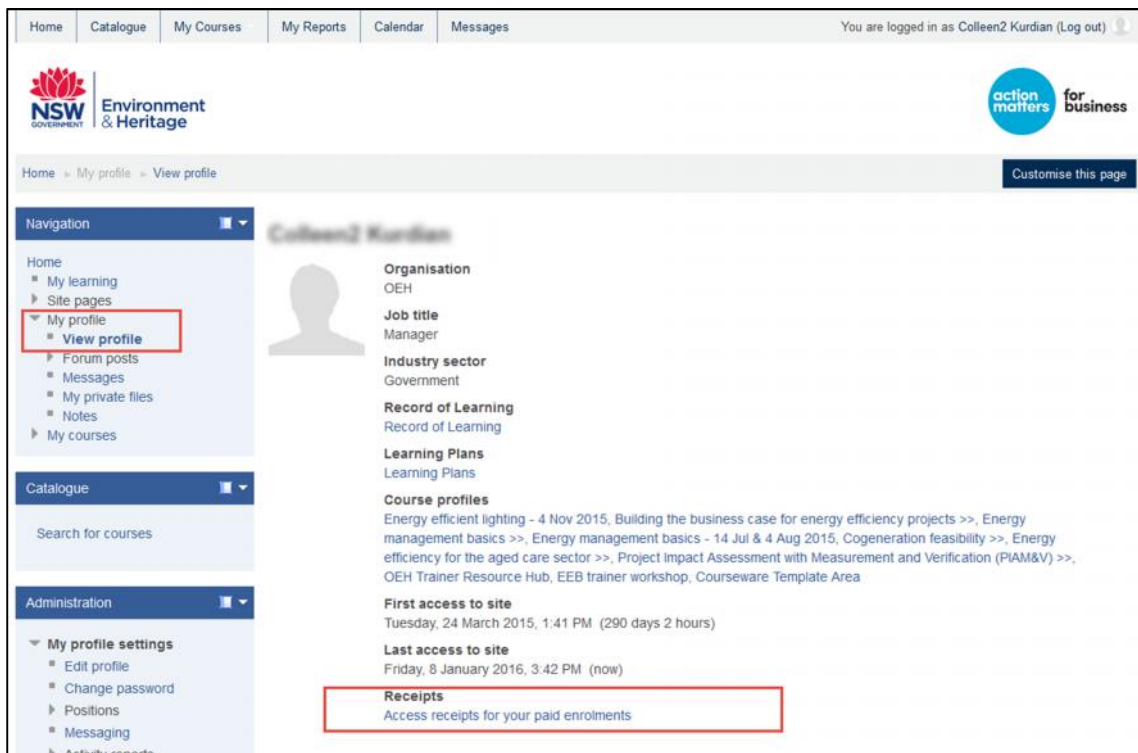
1. Open Safari and click on the Safari menu and go down to 'preferences'.
2. Click on the Security tab.
3. Make sure the 'Enable JavaScript' checkbox is ticked and the 'Accept Cookies - Always' option is selected. ...
4. Click the Close button at the top of the window.
5. Close Safari and then restart your Mac

Once JavaScript is enabled, try accessing the activity again.

8. Where can I find a copy of my tax invoice receipt?

Once you have paid for your course you will receive a tax invoice receipt via email.

Alternatively you can also access your receipts through your profile page. To access your profile, click on the 'My profile' link under 'Home' on the left side navigation block. Then select 'View profile'.



The screenshot shows a user interface for the Energy Saver system. At the top, there is a navigation bar with links: Home, Catalogue, My Courses, My Reports, Calendar, Messages. The user is logged in as Colleen2 Kurdian. The main content area is titled 'My profile' and includes a navigation menu on the left with options like Home, My learning, Site pages, My profile (expanded), Forum posts, Messages, My private files, Notes, My courses. Under 'My profile', the 'View profile' link is highlighted with a red box. The profile summary shows: Organisation: OEH, Job title: Manager, Industry sector: Government. Below this, there are sections for Record of Learning, Learning Plans, and Course profiles. At the bottom right, the 'Receipts' section is highlighted with a red box, containing the text 'Access receipts for your paid enrolments'.

9. The course dates available aren't suitable for me, can I be notified when new course dates are available?

Yes, you can be notified of new course dates when they become available. Simply navigate to the 'Catalogue' page, select 'Show all courses' at the bottom of the page and then click 'Register my interest'.

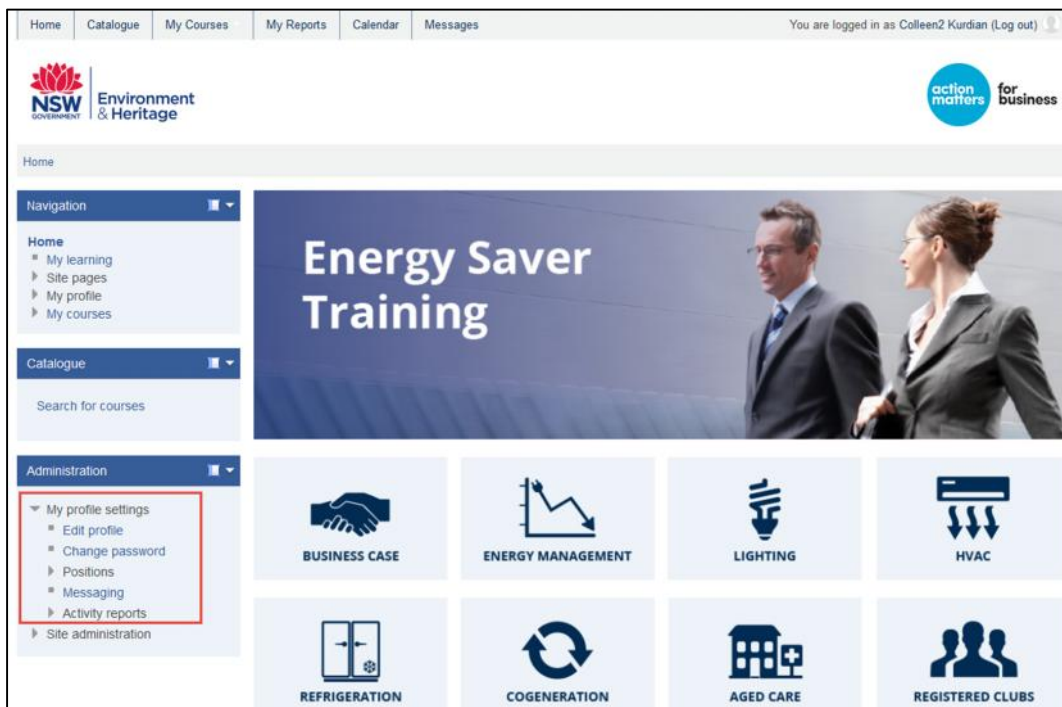
Or alternatively click on the link below to take you directly to that page:

http://energysaver.environment.nsw.gov.au/blocks/androgogic_catalogue/index.php?tab=eo_confirm

If you already have an account and you want the system to pre-populate your contact details, make sure you are logged in when you register.

10. How do I edit my profile?

From the home page click on the 'Edit profile' link under 'My profile settings' on the left side Administration block.



11. I have a question about the training course that isn't answered here.

For general training queries, please contact the Office of Environment and Heritage on:

Email: energy.saver@environment.nsw.gov.au

Phone: 1300 361 967 (ask for the Energy Efficient Business training team)