



For a step-by-step process to the ComPass Course see the [Catalog Student Guide](#)

FAQs for ComPass

Q: How do I relog into the system when it does not recognise me?

The most likely reason for this is that you are not using the same username and password as the previous registration in the system. Ensure your username and password are exactly the ones used originally to register and that they are spelled correctly!

If your email system requires you to change your password regularly, this is a bit of a problem for the Canvas Catalog system that hosts the materials as it will not recognise you if you change your password after your original registration. A suggestion is to use an alternative email account where you do not have to change your login and password over time, such as gmail.

Q: I have forgotten my password.

Click on "Forgot Password" written at the base of the Log in Screen and a password reset link will be sent to your email address. Sometimes the reset link can take awhile to appear. Follow the instructions to reset the password and then login again to complete the course.

A screenshot of the University of Adelaide login screen. The background is dark blue. At the top left is the University of Adelaide crest and logo. Below it are two white input fields for "Email" and "Password". To the right of the "Password" field is a "Log In" button. Below the "Log In" button is a link for "Admin Login". To the left of the "Log In" button is a checkbox labeled "Stay signed in" and a link labeled "Forgot Password?". A red box highlights the "Forgot Password?" link, and a red arrow points to it from the left. At the bottom of the screen, there is text for "CRICOS Provider Number 00123M" and a link for "Meet the Instructure Learning Platform:" followed by links for "Canvas LMS", "Canvas Catalog", "Canvas Credentials", and "Impact".

Q: I am unable to generate my completion certificate for the Core module?

When you complete all eight of the core modules you will receive a certificate after you pass the test at the end of the eighth module only (see next paragraph). The earlier modules in the core Phase 1 materials do not have individual certificates - just the practice quizzes to let you see how you are travelling with the content. These earlier modules (1-7) do not generate individual certificates.

If you successfully gain more than 80% in the Core module 8 quiz, you will be awarded a certificate by clicking on the "generate certificate button" and the certificate will be emailed to your registered email address within an hour or so. Please ensure that you use the same email account that you registered with for your certificate.

Still no certificate? Contact us at anzccart@adelaide.edu.au and we can check in the system and hopefully send a copy to you.

Q: What if the dates in the Grades Summary/Certificate are not the current completion date?

You may have completed the old version of the core training instead of the new 2024 version. You will need to revisit the [website](#), enrol and complete the new module, click on the "generate certificate button" and a new certificate with the correct dates will be emailed to you. Please ensure that you select the **2024 version** whenever accessing the course from the Catalog Dashboard.

Q: I cannot get a certificate of completion for training Modules in Phase 2?

Each module in Phase 2 has its own completion certificate so you can pick and choose from the training to suit your needs. If you successfully gain more than 80% in a Phase 2 module quiz, click on the "generate certificate button" to receive a certificate, exit from the quiz and the system should send an email to your registration email within an hour or so. Please make sure that you check the email account that you registered with for your certificate.

Still no certificate? Contact us at anzccart@adelaide.edu.au and we can check in the system and hopefully send a screen shot of it to you.

Q: I cannot generate a certificate from the Phase 3 and 4 modules?

The Phase 3 modules are designed as resources for training and trainers and so do not have quizzes and modules attached to them.

Phase 4 provides resources for vets who are in the role of Animal Welfare Officer or University Veterinarian and again does not have a certificate of completion as it is meant for ongoing use of the materials over time.