



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 **exactly** the same username and password as the previous registration in the system. Firstly, please check your records to make sure that 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. Suggestion, use an alternative email account where you do not have to change your login and password over time, such as a gmail account or similar.
Hope that helps!

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

When you complete all eight of the core modules, a certificate will be generated after you pass the test at the end of the eighth module only. 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, to get a certificate, exit from the quiz, and wait a little while and the system should send an email to your registration email within an hour or so. Please make sure that you check 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 screen shot of it to you.

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, to get a certificate, exit from the quiz, and wait a little while and the system should send an email to your registration email with 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.