

BCWWA Learning Portal (Matrix)

Course Troubleshooting Guide

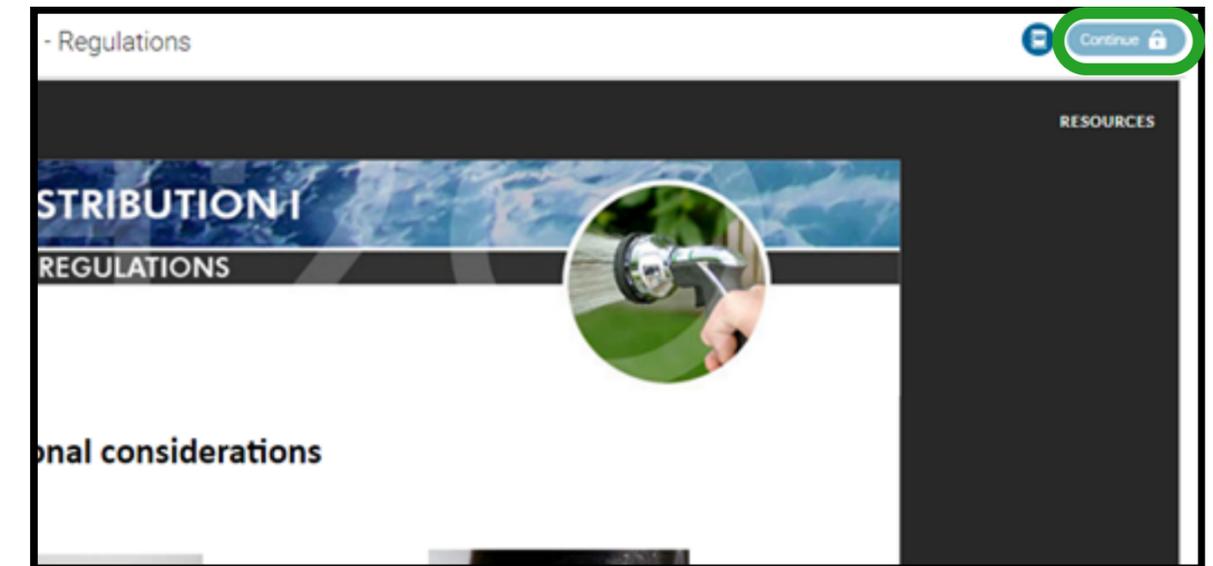


I cannot proceed to the next section of the unit, what should I do?

If you have completed a learning module and are unable to proceed to the next section such as quiz, video, resource, etc.

OR

The 'Continue' button on the top-right hand corner is grayed out.



Please exercise the following troubleshooting steps sequentially to resolve the issue:

1. Make sure you are on a laptop or desktop computer device.
Tablets, iPads and SmartPhones are not fully compatible with our learning management system.
2. Log out and log back into your account and see if the 'Continue' has turned blue.
3. Clear cache and cookies on your browser. [Find out how.](#)
4. Ensure your browser is up to date. [Check your browser.](#)
5. If the issue persists, switch to Google Chrome, as we have found it to be the most compatible browser with our learning management system.
[Download Google Chrome.](#)

What if my issue persists?

1. Ensure you have not skipped any slides in the module, all slides should have a checkmark.
2. Ensure you have passed the knowledge check question. You need 70% (or 80% in some cases) to pass the knowledge check. Try re-submitting your answers to pass.



WD1_Unit1

End of Unit Quiz

Your Score: **100% (25 points)**

Passing Score: **70% (17.5 points)**

Result:

✓ Congratulations, you passed.



Unit 1 - Regulations 1.3

- Safe Drinking Water ✓
- Importance of Regulations ✓
- Activity 1 ✓
- Importance of Regulations ✓
- Importance of Regulations ✓
- Federal Regulations ✓
- Guidelines for Canadian Drinking Water Quality ✓
- Guidelines for Canadian Drinking Water Quality ✓
- Canadian Guidelines ✓
- Guidelines for Canadian Drinking Water Quality ✓
- Microbiological Contaminants ✓
- Chemical contaminants ✓
- Radiological Contaminants ✓
- Effects on Aesthetics ✓
- Aesthetic Objective ✓
- Operational Considerations ✓

WATER DISTRIBUTION I

UNIT 1 ✓ REGULATIONS

- Operational considerations

Turbidity

Corrosion of pipes

For any technical assistance, please contact education@bcwwa.org.

For any course content-related questions or issues, please reach out to your course instructor.

We welcome any feedback and would love to hear from you.



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