

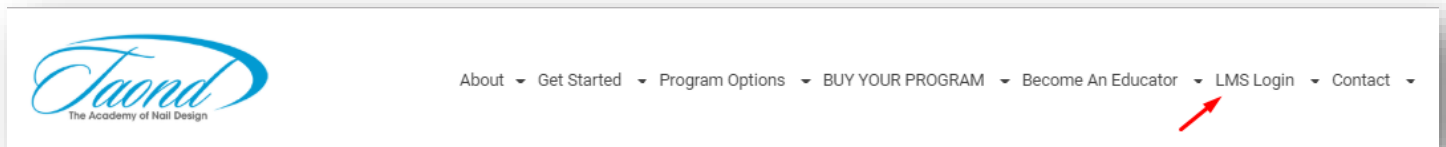


**Basic Technical
Troubleshooting Guide
for TAOND Students**

Unable to Login

- 1) Make sure you're accessing your program on a desk/laptop.
- 2) We highly recommend using Firefox or Chrome as your browser. If you don't have Firefox installed yet, just click here to download it for free – [FIREFOX DOWNLOAD](#).

❖ To login to the LMS click on **LMS LOGIN** at the menu of the website homepage.

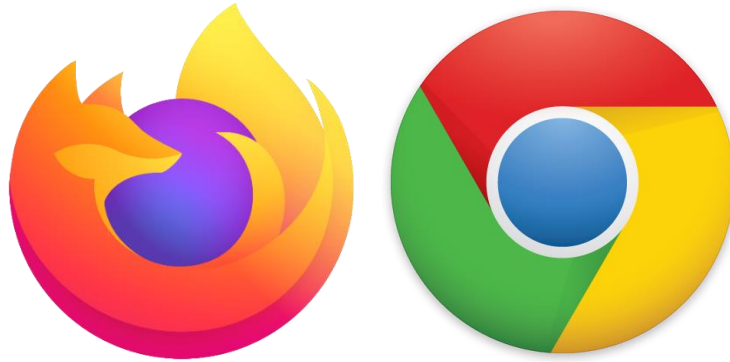


- 3) If you're already on a desk/laptop and using Firefox but still can't log in you will need to clear your browser's cache. Click here for easy instructions – [REFRESH YOUR CACHE](#).

If you're still having issues despite following the steps above please [CONTACT US](#) right away so we can assist you.

Unable to Play the Video Presentations/Video Not Showing Up Properly

- 1) Make sure you're accessing your TAOND Program on a desk/lap top.
- 2) We highly recommend using Firefox or Google Chrome as your browser.



- 3) If you're already on a desk/laptop and using Firefox/Chrome but still can't log in please clear your browser's cache and then re-attempt to login. Click here for easy instructions – [REFRESH YOUR CACHE](#).

If you're still unable to properly view your videos, we recommend that you log out and restart your computer. Afterwards, log back in and try playing the video presentation(s) again. This suggestion works right after you have cleared your browser's cache.

Unable to Upload CPS Forms

The **file size limit for each upload is 10Mb**, and the Client Practice Sheet Forms & Upload Area has a maximum of 20 file uploads each. If you are required to upload more than 20 forms, please upload them to the "ADDITIONAL CPS FORM UPLOAD AREA".

If your CPS Form exceeds the file size of 10Mb, the system won't be able to attach your file in the LMS. Resize your pictures before attempting to upload again. If you need help doing this just send an email to info@taond.com.

Please note that you will need to upload (one at a time) your first 3 Client Practice Forms in the **INITIAL CPS FORM UPLOAD AREA** and must be graded a 100% before the main Module CPS Upload Area is unlocked. This is to ensure your forms are completely and properly filled out based on TAOND's CPS Form guidelines prior to uploading the rest of your practical work. We would recommend watching the How to Fill Out Your CPS Form video as well as review the Sample CPS Form resources in your Module links.

Your Client Practice Forms Upload Area

Please be advised that you must complete 3 CPS forms and receive 100% Grade from your Tutor before you can move on to uploading them remainder of your Required Forms.

- Required # of Practicals
- CPS forms - How To Properly Complete Your Forms Video
- CPS Form Sample - How forms should be properly filled out
- FINDING PRACTICE CLIENTS
- MANDATORY CPS CHECKLIST FORM

1 INITIAL CPS FORM UPLOAD AREA

- How to angle y
- How to angle y

✓ CPS Form 1
✓ CPS Form 2
✓ CPS Form 3

100% (demo video)

CLIENT PRACTICE FORMS & UPLOAD AREA

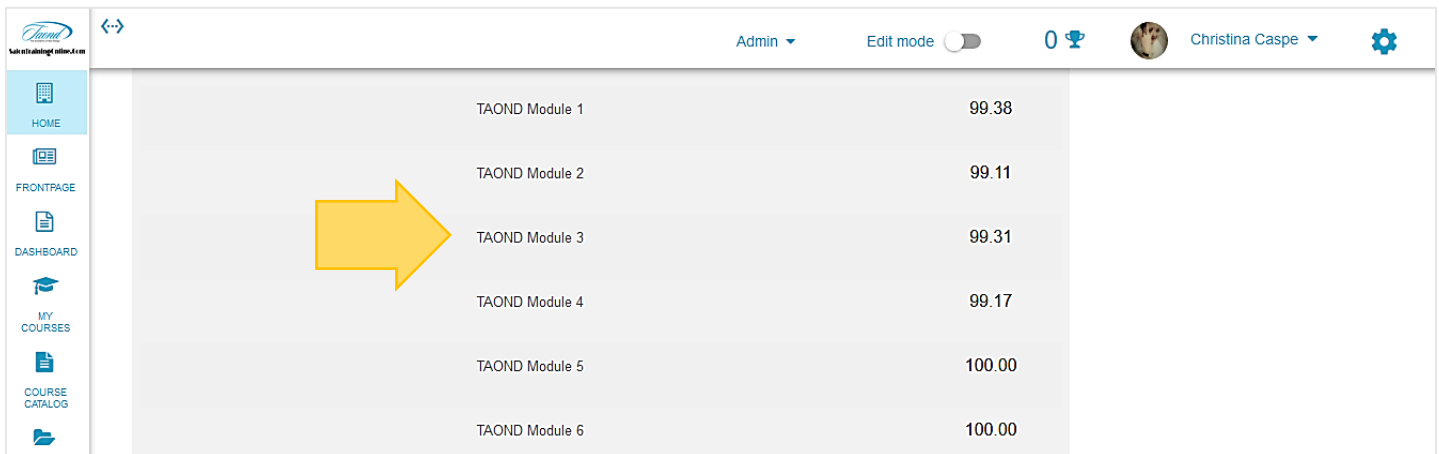
2 This is where you upload your remaining CPS Forms

ADDITIONAL CPS FORM UPLOAD AREA

Not available unless: You achieve a required score in INITIAL CPS FORM UPLOAD AREA

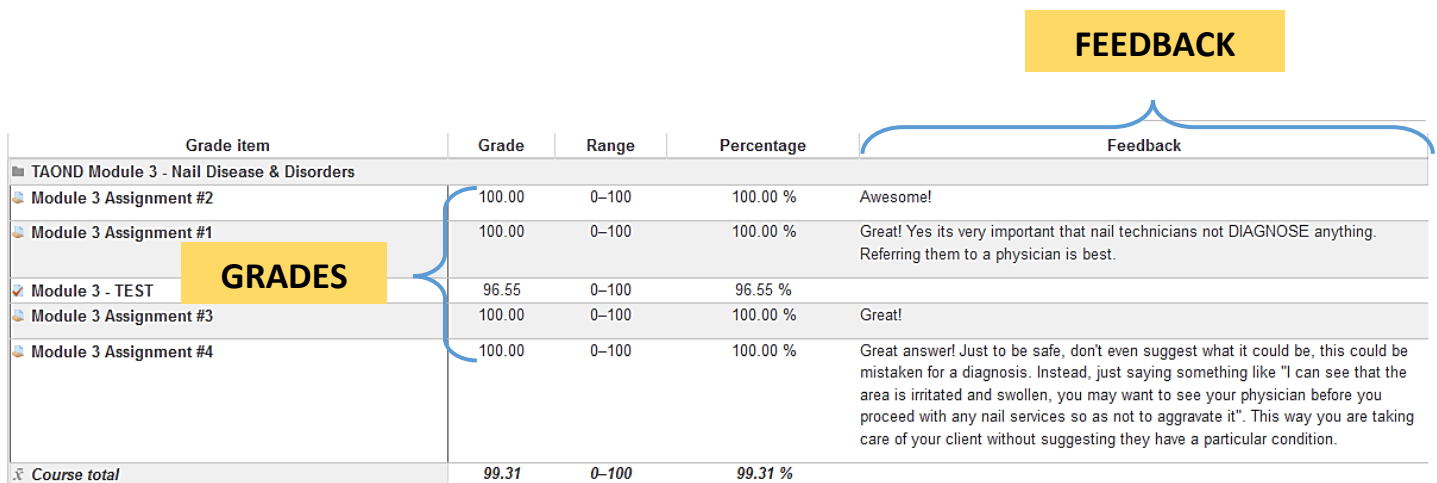
Unable to View the Entire Assignment Feedback Section / How to View Your Individual Grades

Your individual grades for each Module as well as specific feedback on submitted work can be easily viewed by consulting your Module Grade Book. To access this, just click on the Module number that you want to view in the LMS Homepage (see example below).



Module	Grade
TAOND Module 1	99.38
TAOND Module 2	99.11
TAOND Module 3	99.31
TAOND Module 4	99.17
TAOND Module 5	100.00
TAOND Module 6	100.00

Click on TAOND Module 3

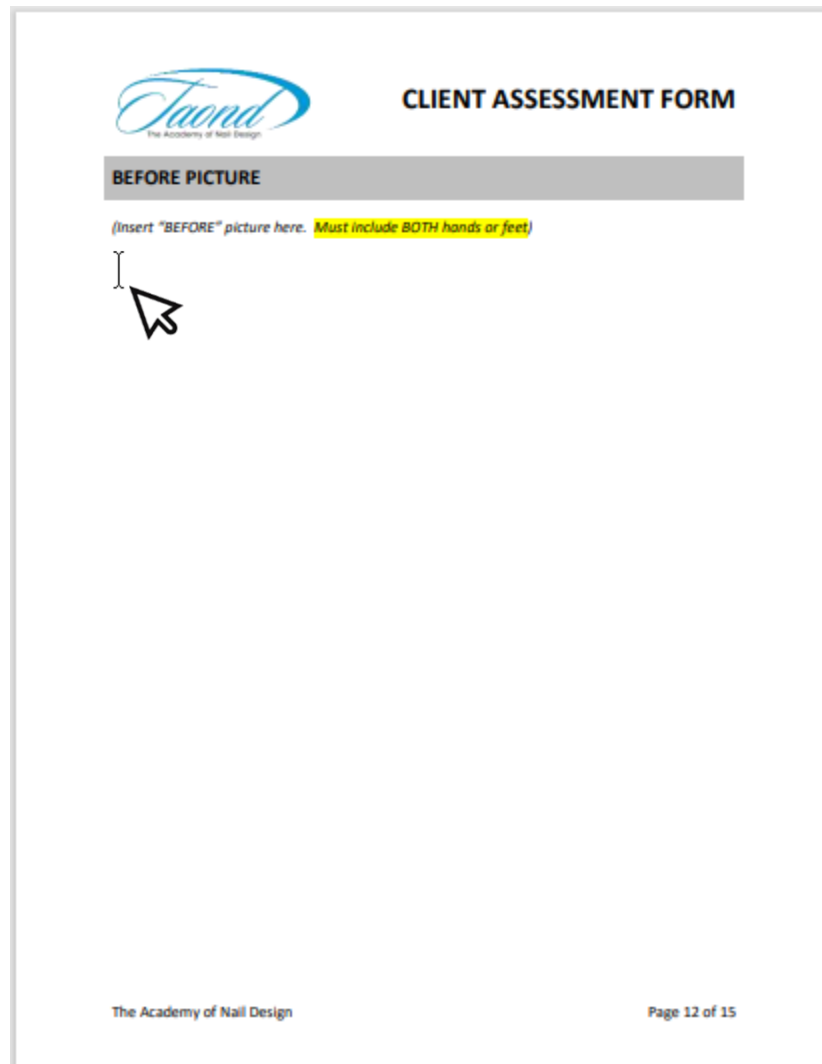


Grade item	Grade	Range	Percentage	Feedback
TAOND Module 3 - Nail Disease & Disorders				
Module 3 Assignment #2	100.00	0-100	100.00 %	Awesome!
Module 3 Assignment #1	100.00	0-100	100.00 %	Great! Yes its very important that nail technicians not DIAGNOSE anything. Referring them to a physician is best.
Module 3 - TEST	96.55	0-100	96.55 %	
Module 3 Assignment #3	100.00	0-100	100.00 %	Great!
Module 3 Assignment #4	100.00	0-100	100.00 %	Great answer! Just to be safe, don't even suggest what it could be, this could be mistaken for a diagnosis. Instead, just saying something like "I can see that the area is irritated and swollen, you may want to see your physician before you proceed with any nail services so as not to aggravate it". This way you are taking care of your client without suggesting they have a particular condition.
Course total	99.31	0-100	99.31 %	

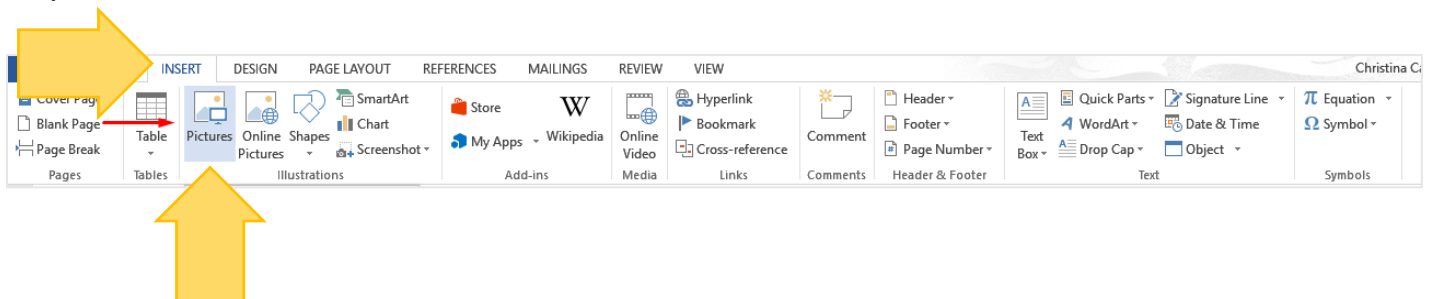
You're now looking at your TAOND Module 3 **Grade Book** where you can see your individual grades and feedback from your TAOND Tutor

How to Insert an Image in your TAOND CPS Form

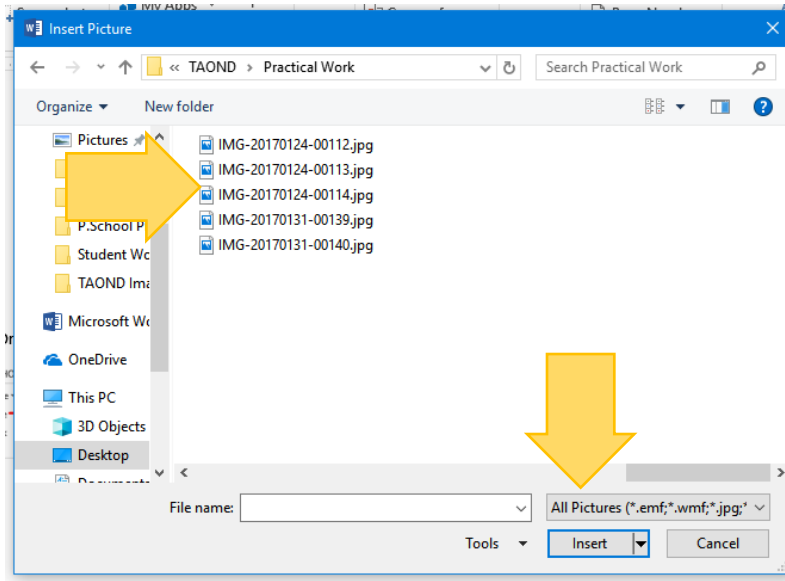
Position your mouse cursor on this page of the CPS Form.



On your MS Word Tool bar click on INSERT and then choose 'Pictures'.



The File manager will pop out and you can select from your local files which image(s) you would like to insert into the CPS Forms. After selecting the image click on the button 'Insert' to proceed.



The image will be inserted in the document and should now be on your TAOND CPS Form, as shown in the example below:

