



SQPT Website troubleshooting guide

If you're experiencing an issue on our website, follow these steps in order. Each one takes just a minute or two. Many issues are resolved in the first 1–2 steps — **stop as soon as the problem is fixed.**

DO FIRST

Emails not received

- Check your spam or junk folder — automated emails often land there.
- Search your inbox for emails from our domain (e.g. no-reply@...).
- Wait a few minutes and check again — delivery can sometimes be delayed.
- Add our address to your safe sender list to avoid future filtering.

DO FIRST

Can't log in / password issues

- Make sure you're using the email address registered on your account.
- If you have more than one work email, try the other one.
- Double-check for typos in your username or email.
- Use the "Forgot password" link to reset and generate a new one.

DO FIRST

Course / content not accessible

- Confirm you are enrolled in the course — check your enrollment confirmation email.
- Log out and log back in, then try accessing the course again.
- Make sure you're logged in with the correct account.
- Try accessing the course from the direct link provided in your enrollment email.

TRY NEXT

Clear cache & cookies

- Open your browser settings and clear cookies and cached data.
- On most browsers: Settings → Privacy → Clear browsing data.
- Shortcut: Ctrl+Shift+Delete (Windows) or Cmd+Shift+Delete (Mac).
- Close and reopen the browser, then try again.

TRY NEXT

Pages not loading or slow

- Refresh the page and wait at least 30 seconds before trying again.
- Try a different browser (Chrome, Firefox, Edge, Safari, etc.).
- Open an incognito or private window and try loading the page there.
- Disable browser extensions or ad blockers that may be interfering.

TRY NEXT

Video / media not playing

- Check your internet connection — video requires a stable connection.
- Try refreshing the page or reloading the video.
- Disable any browser extensions that may block media (e.g. ad blockers).
- Try a different browser or switch to a different device.

IF ISSUE PERSISTS

Check connection & device

- Try on a different network (e.g. switch from Wi-Fi to mobile data).
- Disable VPN or proxy if you're using one.
- Try on a different device (phone, tablet, another computer).
- Restart your router or modem.

NONE OF THE ABOVE WORKED?

Contact support

- The issue may be on the system side — don't keep trying the same steps.
- Note which steps you tried and what happened — this helps us resolve it faster.
- Include the email address registered on your account when reaching out.

SQPT Admin

admin@sqpt.com.au

Some issues — like emails not being delivered or content not loading — can be caused by a system configuration problem. If none of these steps work, reach out to support right away rather than waiting.