

MED e-care's eMAR eLearning Access Troubleshooting Guide

In the unlikely event of any issues in accessing or using the MED e-care eMAR eLearning Portal, please check the following:

- Log out, and then back in using the email address you registered with. Please note, your login credentials for the eLearning platform are not necessarily the same as your eMAR login credentials.
- Make sure that the browser that you are using to access the course is up to date.
- Clear the browser's cache and cookies, then re-start your browser.
- Disable any ad blockers or privacy extensions.
- Make sure pop-ups are allowed.
- Try another device to access the course.
- Try accessing the course in an incognito/private browser window.

If after checking these you are still having trouble, please contact our Support team on 0800 802 1230 or support@mede-care.com and share the following information to help us diagnose the issue:

- The exact name of the course you are trying to access.
- Details of any error messages.
- The name of the browser you are using.
- If possible, take a screenshot or screen recording.