

Technical Support

Accessing your Course

How do I access my course?

You can access your course by logging in via our website with your username and password here:
<https://careerservices.ie/my-account/>

I don't know my username and or password

You can request a new password via our website at any stage. The email that is sent will include your username. To request a new password or find out your username choose '*Request new password*' on this page: <https://careerservices.ie/my-account/>

[Login](#)

[Register](#)

Username or email address *

Password *

Remember me

Log in

[Request new password](#)

Course Troubleshooting Advice

The troubleshooting information outlined below resolves the vast majority of course technical issues a user may encounter.

If you are accessing your course from a desktop or laptop, we recommend using Google Chrome or Mozilla Firefox browsers as these offer the best user-experience.

If you are accessing your course from a tablet or mobile device, we have found that android devices usually work best, this may be due to the fact that chrome is the default browser on Android devices.

If you are using an iPhone or other Apple device, you will still be able to access the course material, but we would recommend that you access it through either Chrome or Firefox web browsers.

The practice tests in this course are most compatible with the latest versions of Mozilla Firefox or Google Chrome web browsers. Web browsers such as Safari, Microsoft Edge or Internet Explorer may not provide you with an optimum experience of the course and you are more likely to run into errors such as the one you are currently experiencing.

Updating your Web Browser to the latest version of Mozilla Firefox or Google Chrome:

By downloading the latest version of either Mozilla Firefox or Google Chrome, the tests should launch/open in those browsers without any issues.

- The Google Chrome browser can be downloaded [here](#)
- The Mozilla Firefox browser can be downloaded [here](#)

Here are some other fixes to try if you are still experiencing issues following the steps above:

Ensure Pop-ups are Enabled:

It is also very important to ensure that pop-ups are enabled on your web browser. Sometimes security settings on your web browser or computer/mobile device (e.g. antivirus software) can try to block the pop-up windows that the lessons are appearing on and this could interfere with how the test opens and runs.

- More info on enabling Pop-ups on *Google Chrome* is available [here](#)
- More info on enabling Pop-ups on *Mozilla Firefox* is available [here](#)

Ensure only one activity is open in a new window at any time:

It is worth checking that only one activity is open at a time in the browser. Opening more than one activity can sometimes interfere with how the practice tests run.