

Quality Assurance Program Tech 101

QAP troubleshooting guide for oral health professionals

This guide provides basic technical information and troubleshooting steps for oral health professionals completing Quality Assurance Program (QAP) activities through the BCCOHP portal.

The recommendations below provide steps to try if a QAP activity or learning module is not working as expected.

1. Before you begin

For the best experience when completing QAP activities:

- Use a desktop or laptop computer where possible.
- Use a current version of Google Chrome or Microsoft Edge. Safari users should ensure browser permissions are configured correctly.
- Ensure you have a stable internet connection throughout your session.
- Remain online while completing Component B modules. The learning modules requires an internet connection to communicate and save your progress.
- Allow pop-ups and redirects for the BCCOHP portal and learning module site.
- Keep the original BCCOHP portal/module launch page open while completing the learning module.
- Avoid opening the same QAP activity or module in multiple browser tabs or windows.
- Allow pages to finish saving or loading before refreshing, closing the browser or selecting another action.
- Avoid repeatedly selecting Save, Submit, Next or Launch while a page is processing.

2. General troubleshooting steps

If something in the QAP Portal is not working as expected, try these steps first:

1. **Save your work**, if possible.
2. Confirm that your **internet connection is stable**.
3. Allow the page time to finish loading or saving.
4. **Refresh** the BCCOHP Portal page and try again.
5. **Sign out and sign back in** to the portal.
6. Try using an updated version of **Google Chrome or Microsoft Edge**.

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7. Try an **Incognito or Private browsing window**.
8. Confirm that **pop-ups and redirects are allowed**.
9. If the issue continues, clear your browser's **cache and cookies**, reopen the browser and try again.

3. Self-reflection form

Before leaving the self-reflection form:

1. Confirm that all required questions have been completed.
2. Select **Save & Continue, Back to the QAP Dashboard** or the **Submit** button only once.
3. Allow the page to finish processing before navigating away.
4. Refresh the QAP page and check whether the activity has been updated.

Do not close or refresh the page while it is still processing your information.

4. Self-inventory

If you completed your self-inventory but the QAP portal does not reflect the expected status:

1. Confirm that all required sections have been completed.
2. Save your responses.
3. Allow the save process to finish before leaving the page.
4. Refresh the QAP page and check the status again.
5. Sign out and sign back in if the status has not been updated.

5. Setting up goals

When creating a QAP goal:

1. Complete all required fields.
2. Select **Save** once.
3. Allow the page to finish processing.
4. Confirm that the goal appears in your goal list before navigating away or creating another goal.

If the goal does not appear immediately, refresh the page before attempting to create it again. This can help prevent duplicate records.

6. Continuing professional development activities

If you have entered a continuing professional development (CPD) activity but it does not immediately appear:

1. Allow the save process to finish.
2. Do not repeatedly select **Save**.
3. Refresh the page and check your CPD activity list.
4. Confirm whether the activity was already created before entering it again.

Repeatedly selecting Save while the system is processing may result in duplicate entries.

7. Linking a CPD activity to a goal

Before linking your CPD activity:

1. Confirm that your **goal has already been created and saved**.
2. Open the applicable CPD activity.
3. Select the appropriate goal.
4. Save the CPD activity.
5. Allow the page to finish processing.
6. Reopen the CPD activity and confirm that the goal remains linked.

8. Component B – Learning modules

Component B learning modules are launched from the BCCOHP portal and communicate with the learning system while you work through the course.

A **stable internet connection is important** as your module progress needs to be communicated and saved while you complete the activities.

Important reminders while completing a module

- Remain connected to the internet.
- Keep the BCCOHP portal/module launch page open.
- Complete the module sections in the required order.
- Allow knowledge checks and pages time to save before proceeding.
- Avoid repeatedly selecting navigation buttons.
- Do not refresh or close the module while it is saving.
- Avoid opening the same module in multiple windows.
- When finishing the module, allow the completion/exit process to finish before closing the browser.

9. Component B – Launching issues

Component B opens in a separate browser window.

If you select **Launch Course** and see a blank screen, or nothing happens, your browser may be blocking the learning module window.

Google Chrome – Allow pop-ups

If you see a pop-up blocked icon

1. Open the BCCOHP portal.
2. Select **Launch Course**.
3. Look for the **pop-up blocked icon** on the right side of the address bar.
4. Select the icon.
5. Choose **Always allow pop-ups and redirects from this site**.
6. Select **Done**.
7. Refresh the BCCOHP portal page.
8. Try launching Component B again.

If you don't see the pop-up blocked icon

1. Open Google Chrome.
2. Select the **three dots (:)** in the top-right corner.
3. Go to **Settings**.
4. Select **Privacy and security**.
5. Select **Site settings**.
6. Select **Pop-ups and redirects**.
7. Under **Allowed to send pop-ups and use redirects**, select **Add**.
8. Add the BCCOHP portal website.
9. Return to the portal.
10. Refresh the page and select **Launch Course** again.

Safari (Mac) – Allow pop-ups

If you are using Safari:

1. Open the BCCOHP portal in Safari.
2. From the menu bar, select **Safari > Settings** (or **Preferences**, depending on your Safari version).
3. Select the **Websites** tab.
4. Select **Pop-up Windows** from the left menu.
5. Find the BCCOHP website.

6. Change the setting to **Allow**.
7. Return to the BCCOHP portal.
8. Refresh the page.
9. Try launching Component B again.

If the BCCOHP website is not listed, leave the portal open in Safari and return to the **Pop-up Windows** settings. The website should then appear in the list.

10. Component B – Module progress

You may encounter a situation where you have completed part of a module, but when you return to the module, you are taken back to an earlier section you have already completed.

To reduce the likelihood of this occurring:

- Maintain a stable internet connection throughout the module.
- Do not intentionally go offline while completing the course.
- Keep the module and original launch page open.
- Allow each page and knowledge check time to save.
- Avoid refreshing or closing the browser while the module is processing.
- Complete the normal exit/completion process when available.

If you are returned to an earlier section that you already completed, do not repeatedly redo the same sections if the problem continues.

11. Component B – Knowledge check

When resuming a module, if you find that a **knowledge check is complete, but the next section is unavailable**, or a section appears **missing or locked**, please follow the instructions below.

This may happen when progress from a previous session was not successfully saved, for example, if the internet connection was interrupted while completing the module.

Try the following:

1. Return to the **beginning of the module** and review the previous sections.
2. Check whether any sections you previously completed are now showing as **unchecked or incomplete**.
3. Complete any sections showing as incomplete, **in order**.
4. Allow each section and knowledge check time to save before proceeding.
5. Once all previous required sections are completed and checked, try proceeding to the next section.

12. Component B – Completed module status

After completing a module, allow time for your completion information to update.

If the BCCOHP portal continues to show **In Progress**:

1. Confirm that you completed the entire module.
2. Complete the normal **Exit/Complete** process where available.
3. Return to the QAP portal.
4. Refresh the page.
5. Sign out and sign back in.
6. Check your QAP status again.

13. Component B – Exiting a module

If you reach the end of a module and the **Exit** or **Complete** button does not respond:

1. Do not immediately refresh or close the browser.
2. Wait briefly to allow the module to finish processing.
3. Try selecting the button again one time.
4. If it remains unresponsive, take a **screenshot** of the page.

Refreshing or closing the page before the module has finished communicating your progress may result in your most recent progress not being recorded.

If you still encounter issues after trying these steps, check the following troubleshooting checklist before requesting assistance:

- ☐ I am connected to a stable internet connection.
- ☐ I am using an updated browser.
- ☐ Pop-ups and redirects are allowed for the BCCOHP portal.
- ☐ I refreshed the portal and tried again.
- ☐ I signed out and signed back in.
- ☐ I tried Chrome/Edge or an Incognito/Private window.
- ☐ I allowed the page enough time to save before navigating away.
- ☐ I avoided repeatedly selecting Save, Submit, Next or Launch.
- ☐ I took a screenshot if the issue persisted.

If an issue remains unresolved after you've completed the applicable troubleshooting steps, please contact the **QA department at qualityassurance@oralhealthbc.ca** and provide the information listed below.

Providing detailed information will help the QA team review your issue more efficiently.

Please include:

- your **name and registration/licence information**
- the QAP activity you were completing:
 - Self-reflection
 - Self-inventory
 - Goals
 - CPD activity
 - Linking CPD to a goal
 - Component B – Module A
 - Component B – Module B
- the **exact section or knowledge check** where the issue occurred
- a brief description of **what happened**
- what you expected to happen
- a **screenshot** of the page or error
- your browser, such as **Chrome, Edge or Safari**
- your **browser version**, if available
- whether you are using a **Mac or Windows computer**
- the troubleshooting steps you have already tried

For issues related to Component B, please indicate whether the issue happened when you selected **Launch Course**, while completing the module, after a knowledge check or when exiting/completing the module