**OIL Frequently Asked Questions**

**I don't know my employee number. What do I do?**

You'll find your employee number on your electronic payslip on YourHR or on the front of your paper payslip. If your employee number has more than 7 digits (e.g. 012-3456789) then you ignore the first few numbers and use the last seven (e.g. 3456789)

**I am able to log in from Work computers but when I log in at home I get an error message what do I do?**

Contact the OIL team at OIL@aberdeencity.gov.uk and we will arrange Home Access for your account.

**My employee number has not been recognised. What do I do?**

This could be due to a number of reasons:

1. If you have recently started working at the Council, your employee number may not have been transferred to the OIL system. This process can take up to a week. Please contact the OIL team if it has been longer than a week and we will get you set up.
2. Due to limited licences for OIL, if you are on a **temporary or relief** contract, you will not be registered on OIL automatically. However, if you require access to a particular course please fill out this  [OIL Access for Temporary Employees](http://thezone/AskHR/YourDevelopment/develop/OIL_temp_access_form.asp) form
3. If you have re-checked your employee number and you still can't get into the system, please contact the OIL team.

**What's the default password to log into OIL for the first time?**

It's your surname with a capital at the start e.g Smith

**I've forgotten my password and locked my account**If you've forgotten your password and locked your account you can fix this yourself in a matter of minutes by following [this guide to reset or unlock your account](http://thezone/nmsruntime/saveasdialog.asp?lID=39160&sID=11695)

If you get an error message saying **'Sorry we have no details for that employee number and last name'** then please get in touch with the OIL team at OIL@aberdeencity.gov.uk. In order to process your enquiries quickly please include your employee number in the email.

**I can't find the course I'm looking for:**

Simply type in a keyword from the course title you're looking for into the search box at the top right of the screen and click **'search'**. To exit and clear the search function click on the red cross that appears in the search box.

**My course isn't opening, what can I do?**

You may have a pop up blocker on your machine which prevents OIL courses from opening. You should either disable or remove your pop up blockers by following the instructions below:

**To temporarily override any pop-up blocker on your PC:**

* Hold down the **CTRL** key while clicking 'launch/view content'
* Continue to hold down the **CTRL** key until the course opens.
* Because there are a few pop-up windows which open before the main course content, you should continue to hold the CTRL until you see the course content. Depending on the age of your PC, it might take up to a minute to override all the pop-ups.

**To permanently remove pop-up blockers from OIL on Google Chrome:**

* Click the 3 dots that are to the right of the Address and Search bar.
* Click settings from the drop down menu
* Scroll right down to the bottom and click Show advanced settings
* Under the privacy heading click the box that says 'Content Settings'
* Scroll down to Pop-Ups and click manage exceptions
* Add acc-oil.net and hit the return key
* Click done

**To permanently remove pop-up blocker from OIL on Internet Explorer:**

* Open Internet Explorer
* Click the settings gear icon
* Click the privacy tab
* Under the heading Pop-up blocker click settings
* Add acc-oil.net in the box that says 'Address of website to allow'
* Click add
* Click close
* Click OK

(The above applies to Internet Explorer 10 and Google Chrome version 54 as these are the browsers most widely used on the councils computers)

**My course is not loading the content in Internet Explorer, what do I do?**

The OIL team recommend using Google Chrome as it seems to work the best in our testing of the courses. However most of the issues experienced in Internet Explorer are the result of Pop-up blockers so following the previous FAQ should solve your issue.

If you are experiencing technical issues and you can not fix it please contact the OIL team at OIL@aberdeencity.gov.uk please include your Employee number in the email to allow us to help you quicker.

**I thought I'd completed a course but it is not showing as complete in 'My History'?**

This can be caused in various ways, the most common are:

* The course was closed without using the correct exit course button. You should always use the **exit button** within the course and **not** the **'X'** at the top right of window. Failure to use the buttons on the course itself will mean that your progress will not save and your training record will **not** be updated.
* OIL courses open up two windows; One for course content and one that opens behind this for tracking progress and scores. If one of these has been closed then it will lose your progress.
* Network problems have prevented data being saved
* The course was not correctly completed, i.e. you did not score the required pass mark or you skipped past the questions.

The best thing to do in any of these cases is to restart OIL and try to complete the course again. If you have any more problems contact the OIL support team by using the **Help & Support** button on the log in page.

**What happens if I want to quit the course part way through and return to it later?**

**Closing the course:** If you want to quit the course and return later then click the exit button near the bottom of the course window. Clicking this button will save your progress where you are. If you click the red X at the top of the window your progress will be lost and your training file will not be updated.

**Returning to the course:** When you return to the course it will ask you whether you want to resume where you left off or start again. Click resume to return to the page of the module that you were on.

**Can't find the answer you are looking for?**

You can contact the OIL team by:

* email: OIL@aberdeencity.gov.uk
* call us on 01224 523 897

We'll answer your query and add this to the list of FAQs to benefit other users.