



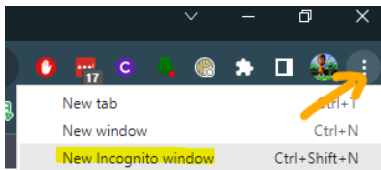
# Login & CPD Issues – Quick Troubleshooting Steps

This short guide contains some troubleshooting steps if you are having issues accessing the ACD Portal or submitting CPD via the ACD Portal.

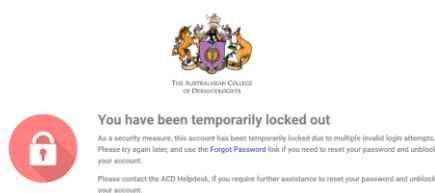
## Issue 01 - The ACD Portal won't let me log in, the CPD home or Submit CPD activity button shows an error when trying to access, or 'CPD Module Loading' appears but never progresses:

i) This is often caused by internet browser 'cache' issues. Please try the following:

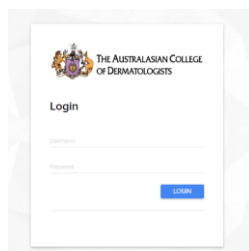
1. Clear your internet browser's cache ([Edge](#), [Chrome](#) and [Safari](#) links here) then try logging into the ACD Portal and CPD again
2. Access the ACD Portal by opening an 'Incognito' / 'InPrivate' window, then logging in to the ACD Portal and CPD as normal through that window



ii) Login issues may also be caused by repeatedly trying to login with an incorrect password. This will cause a temporary 15 minute security account-block. If you see the below error, you are likely using an incorrect password and should reset it using the 'Forgot password' link on the [login page](#):



## Issue 02 - When I click 'Submit CPD Activity' or 'Full CPD Summary', I am taken to another page asking me to 'Login' again, that looks like this:



If you see the above login page after already being logged into the ACD Portal, try the following:

1. Don't enter your login details again, instead use your internet browser's 'Back button' to return to the CPD home, then try clicking the same submit CPD button again
2. If that doesn't work, please try the troubleshooting steps from Issue 01 above, and then the above step again.

*We apologise for any inconvenience, and if you are still unable to submit CPD after trying the above, please contact [cpd@dermcoll.edu.au](mailto:cpd@dermcoll.edu.au) with details of the activities you would like to submit for them to process them on your behalf.*