



# Induction Week: Technical Support

Technical Support



# Welcome!

What we will cover in this session:

- An **introduction** and **overview** of the **Total Learning Package (TLP)**
- How to **access your module** files and get the **TLP functioning correctly**
- **Common errors** and how to **correct them**
- What **we** need from you to help us **support you**

[technical@mla.ac.uk](mailto:technical@mla.ac.uk)



**MLA722**  
A Cultural Lens on Sustainability



Welcome



My Module



Assessment



Contact



News



Technical requirements



**MLA  
COLLEGE**

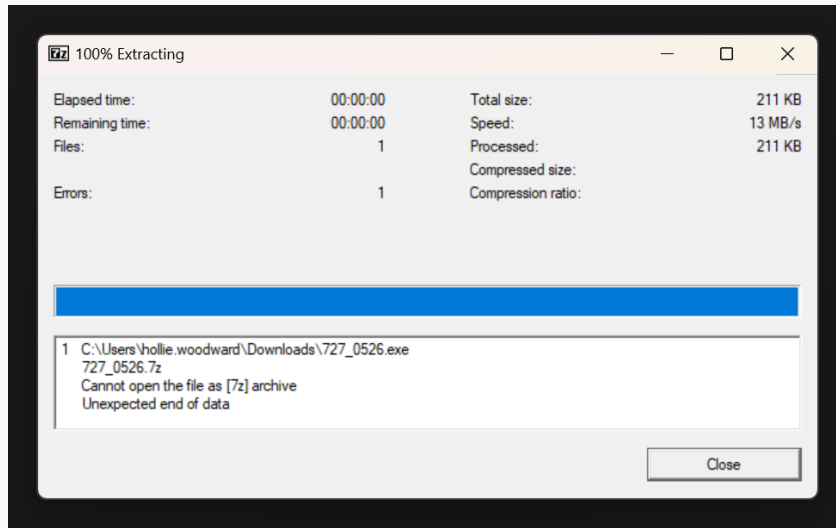
In partnership with



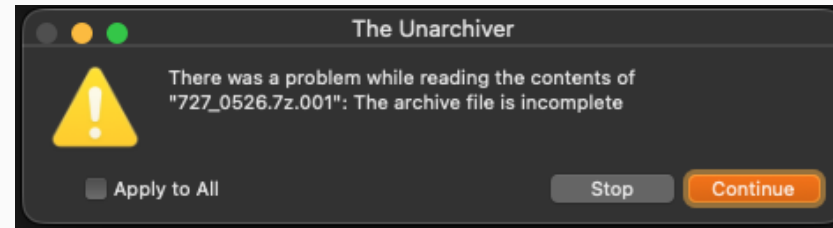
MLA College  
The Merchant  
St Andrew Street  
Plymouth  
Devon PL1 2AX

# Common Errors

## WINDOWS



## MAC



[technical@mla.ac.uk](mailto:technical@mla.ac.uk)

# Technical Support

Send us screenshots of:

- Your downloads folder showing all files downloaded from the MLA College site, including all file details (file name, file size etc.)
- Any error codes you are getting, especially during the extraction process
- Please visit **FAST.COM** and take a screenshot of the result

**technical@mla.ac.uk**

# Taking Screenshots

## WINDOWS

1. Press the Windows key + PrtScn key together – this will take a screenshot
2. The screenshot will be saved in Pictures > Screenshots folder

## MAC

1. Press the CMD+Shift+3 buttons together - this will take a screenshot
2. The screenshot will be saved on your desktop and you can attach it to an email

# USB option

If you are unable to get your TLP working via the download route:

- Email **STUDENT.ADMIN@MLA.AC.UK** and request your module(s) on a USB stick (**do this ASAP!**)
- Additional charge of **up to £50 per term**
- Simply "Plug in and play" - no need to download any files - stress free!
- Delivered to your home address

**technical@mla.ac.uk**



# Contact Us

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