1. Internet browser:

We recommend that you use Google Chrome to access i-GVS because it has built-in features that ensure a seamless experience compared with other web browsers, such as Internet Explorer and Firefox.

2. Registered email address:

When your tutor adds you as a learner, you will receive an invitation email at your registered email address. This email contains a link that you should follow to log in for the first time. For future sessions, you should log in with your registered email address. If you are unsure what this is, please contact your tutor or email us at support@i-gvs.com

3. Cache data:

If you have recently changed your password and you are experiencing issues logging in, please clear your cache data. To do this, open your browser and select Ctrl+H on your keyboard; this will bring up the internet history menu. Select 'Clear browsing data' and select the three items shown in the first screenshot below. Choose your preferred time range from which to clear the selected data (the available options are shown in the second screenshot below), then click 'Clear data'.
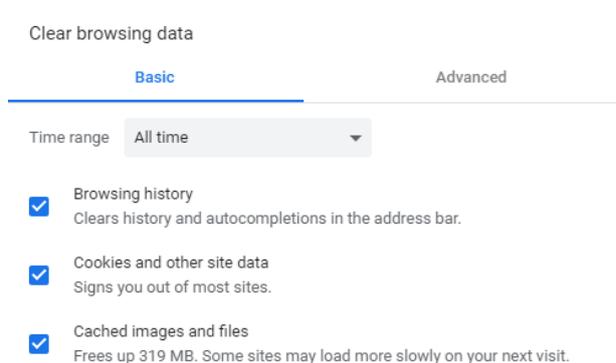
1)   2)
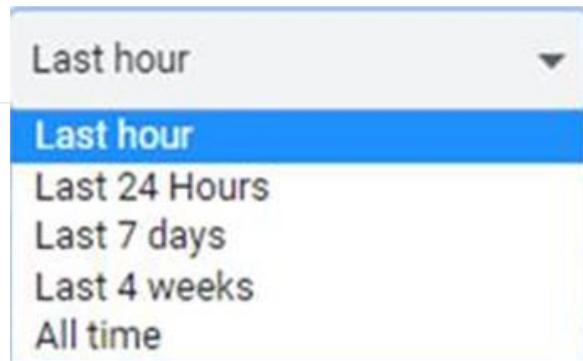
4. Accurate password entry:

You may wish to use the copy/paste function to enter your password, however, it is easy to accidentally copy extra spaces when doing so, which will prevent you from logging in. As the password field uses star signs to hide the characters, you will not be able to see the error. A handy trick to avoid this is to copy all but the last character of the password, paste it into the password field, then type in the final character manually; this ensures that no extra spaces are entered. Alternatively, you may wish to type in the whole password manually.

5. Using portable devices:

i-GVS can be accessed on portable devices, such as mobile phones and tablets. Please make sure that when using such devices, you view the content in the landscape mode. If you use the portrait mode, the message below will be displayed as the screen space is too small to fit the content.
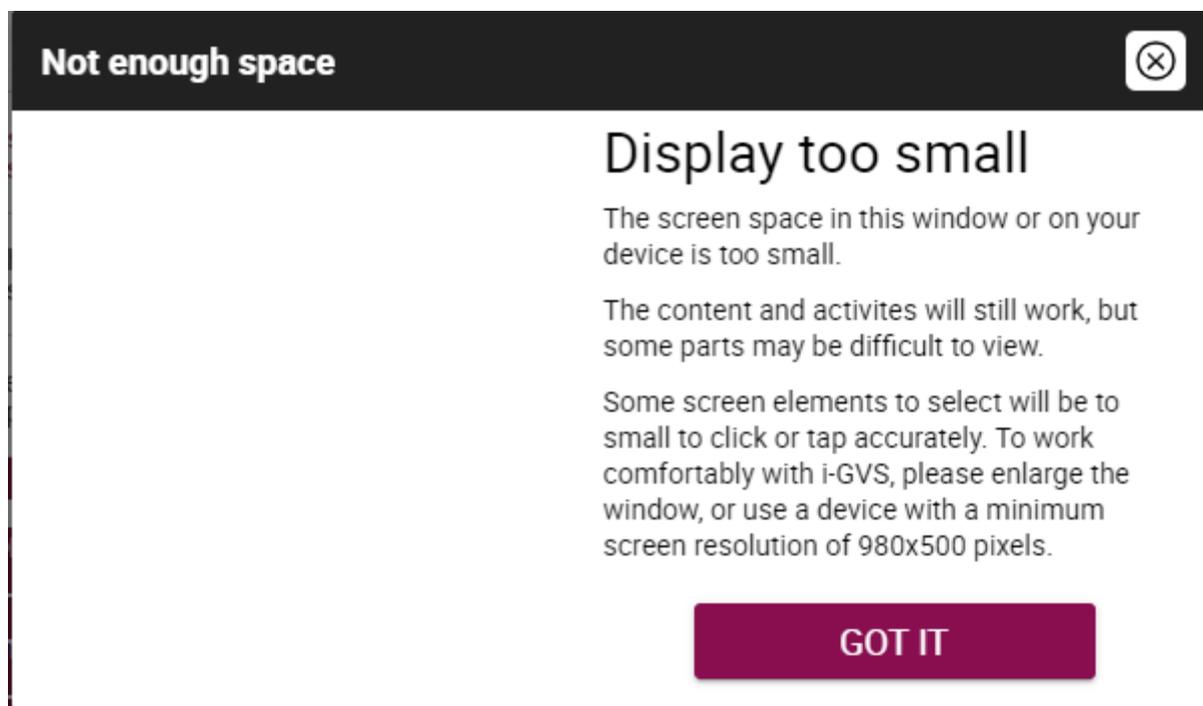
6. Using Apple devices:

When using Apple devices, please ensure that you are accessing i-GVS in the landscape mode (see point 5 above for further information). You will also find that the default web browser on Apple devices is Safari, whereas we recommend that you use Google Chrome. The Google Chrome app is available to download for free from the Apple Store. We have provided instructions below for how to do this.

To download the Google Chrome app on an Apple device, open the 'App Store' and search for 'Google Chrome'. Click the button to the right of the app to download it; you will see one of three options:

- If you see **Get**, then you have not downloaded the app before and clicking this button will install it on your device. You need to enter your Apple ID to "purchase" the app, but please note that the app is free.
- If you see **Open**, then the app is already installed on your device and clicking this button will open it.
- If you see a **cloud logo**, then you have downloaded the app previously then uninstalled it from your device. Clicking this button will reinstall the app.