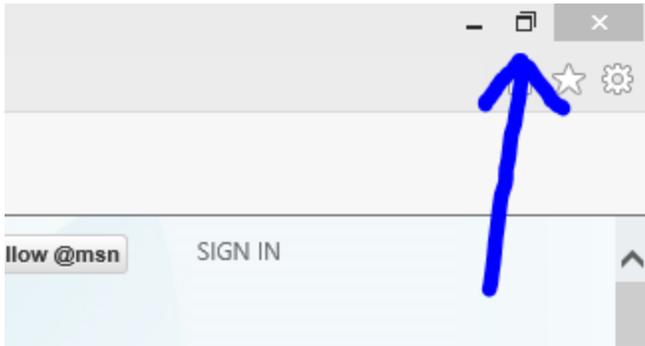


MSF eCourse

Frequently Asked Questions

1. ***“I only see a blank white page when I click to enter the course.”***

This is an issue with Internet Explorer 11. IE11 has been known to have issues with Flash. First, confirm that the user is using IE. If yes, to rectify the problem, the quickest solution is to ask the user to simply resize their browser. This will jump start the course. If they need help, have them click the *restore down/maximize* button, which is the middle button in the upper right corner of IE (shown below). It's in between the Minimize and Close buttons.



If this doesn't resolve it, have them ensure that they have the latest Adobe Flash player by going to <http://get.adobe.com/flashplayer/>.

Finally, if this still doesn't work. Have them switch to another browser such as Google Chrome, Firefox, or Safari.

2. ***“I can't log into the site.”***

User is entering either their username and/or password wrong. You can direct them to take a look at their confirmation email which has their credentials. Or direct them to elearning.msf-usa.org/login/forgot_password.php to reset their password.

3. ***“I don't know where to log into the site and/or what my user credentials are.”***

The user completely ignored their confirmation email and the final page of the registration process, which has this information. Direct them to review their confirmation email. Or you can direct them to the site at elearning.msf-usa.org to log in using their email and password they created during registration.

4. ***“I don't know the URL address to log back into the eCourse.”***

elearning.msf-usa.org.

5. ***“I accidentally enrolled in the eCourse thinking it was the hands-on. I’d like a refund.”***

Send myself (Sam) an email and CC Anneke with the person’s name, purchase date, the type of Credit Card used (e.g., MC, Visa, Amex), and the last four digits of their credit card. I will confirm that the user has not started the Course. Once that’s been confirmed, Anneke will process the refund.

6. ***“My certificate is not enabled even though I completed the course.”***

User did not allow the last slide in the course to play through to completion (until the voice-over ends). Instruct them to log back into the course and let the last slide play all the way through. Then try the link again.

NOTE: We do have an update coming for the course which will fix this issue.

7. ***“The course doesn’t load correctly on my iPad (or any other tablet).”***

Let the user know we do not support tablets and they have to take the course with either a desktop or laptop. It can be either PC or Mac.

8. ***“If I wanted to retake the course again, do I have to pay again?”***

No. The course is currently set for students to re-take the course up to 6 times.