MBI WEB COURSE FAQ

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TECHNICAL REQUIREMENTS

Do I need any special equipment or software?

- A Windows or Mac computer with Internet access (cable modem/DSL speed or higher)
- A supported browser (FireFox, Chrome, Internet Explorer)
- Adobe Flash (a free product, available from Adobe.com, already built-in to Chrome)

    NOTE: *If you are using the latest version of the Google Chrome browser, you may experience problems running Flash. In this case, please use* **Microsoft Internet Explorer** *(Windows),* **FireFox** *(Windows or MacOS) or* **Safari** *(MacOS).* **Please make sure that you download/install Flash only from Adobe's site:**

    https://get.adobe.com/flashplayer

- Audio capability (speakers or headphones)
- Adobe Acrobat Reader (a free standard product, downloadable from Adobe.com)

COURSE FAQs

What kind of Internet access do I need?

You will need a high-speed connection to take the course. Cable modem/DSL or better is required. Typical business connections or home cable modems will be fine. Wireless will even suffice. The course is multimedia, so dial-up Internet access will not be adequate.

How long does the program take to complete?

The entire program from start to finish takes approximately five hours to complete.

Can I stop in the middle and resume the training later?

Yes. If you log out of the training before finishing, you will be able to resume where you left off at another time. Training must be completed within 30 days of activation.

How long do I have to complete the training?

You have 30 days from the day you enter an activation code to finish the course (each student self-registers using an activation code). You have 4 months from date of purchase to activate and complete the training. There are no refunds if the course is not completed within this timeframe.

Do I get a certificate that shows I passed?

Yes. At the end of the program, students immediately receive access to a customized certificate of completion for printing. The first and last names you wish to show on the certificate should be used in the registration process.

TROUBLESHOOTING

My pop-up blocker is preventing me from successfully launching the Course window. What do I do?

Hold down the SHIFT key while clicking on the "Launch" link to temporarily disable your pop-up blocker.

I can't navigate where I want to go. How do I go backward and forward?

Users cannot move forward to parts of the course/lesson that have not yet been completed.

- To move backward within a section, press and hold the rewind button (<<)
- To move back to the beginning of the section, click the BACK button once.
- To move to back to previous sections, press the BACK button multiple times.
- To move forward over material that has already been completed, press and hold the fast-forward button (>>) .
- To move to the next section that has been completed, press the FORWARD button.
- You can also use the Menu to get to the beginning of any lesson you have already begun.

I am trying to log in using my Activation Code, but it's not working. What should I do?

Enter the numbers AND the dashes from your Activation Code (for example, 5555-5555- 5555-5555). It can be copied and pasted to increase accuracy.

I entered my Activation Code and chose a Username, but it said that Username was already taken. What do I do?

Please choose a unique username. Choose a username you are likely to remember. Your email address is a good choice, as it is always unique.

I forgot my password. What do I do?

- Click on the link at the bottom that says "Click here if you have forgotten your username and/or password."
- Select the "Course User" option and enter the email address you entered when you first registered. (If you are an Organization Contact person, you should select the appropriate button instead.)
- Your username and temporary password will be emailed to you.

How do I change my User profile?

You can change your email address and password once you have logged in to your account. From the User Dashboard (Welcome screen) simply click on the drop down menu and select

If your question was not answered here, please visit

https://www.hireauthority.com/contact-hireauthority

to submit a request for assistance