

Frequently Asked Questions

Recognizing & Responding to Suspicions of Child Maltreatment

Getting Unstuck

If the slides stop advancing when the narrator has stopped, try refreshing the browser tab. If it's still stuck, use the Menu to the left and select "1.3 Main Menu". Now check the Menu to the left.

Completed slides will appear in gray. Incomplete slides will appear in black.

Sharing a Computer

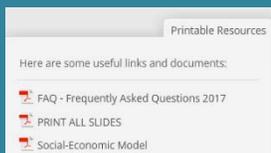
If you're sharing a computer, make sure that you **clear the browser cache** (Ctrl+Shift+Del in Explorer, Chrome & Firefox) between users, then close and reopen it. This will clear the previous results.

Starting After Stopping

Enter the course like you did the first time on the same computer & browser. Your information should still be there. Click CONTINUE & follow the directions.

Printable Resources

Access to printable Resources are available at any time during the training by clicking on the Resources Tab at the top right of the slide frame. It looks like this:



Technical Help

If you don't see the answer to your question in this document, please email tryan@preventchildabusenc.org with "R&R Assistance" in the subject line.

Your computer

- This course is not fully functional for TABLET or MOBILE use.
- In order to complete the course, please use one of these browsers:
 - Windows: **Google Chrome** or **Firefox** (latest versions)
 - Mac: **Safari 7** and later, **Google Chrome** (latest version)

The software is not supported on Internet Explorer or Edge at this time.

- **Make sure you DO NOT have a pop-up blocker activated.** You will need to open a new window after the Pretest.

Your progress

- **Your progress is saved only on your current computer & browser.** We recommend that you complete the course in one sitting so that you can print your results immediately upon completion.
- **If you are sharing a computer and need to stop for any reason, the next user of the course may overwrite your progress.** Since your results will only be available on your original computer, **you should arrange to finish before the next person begins.**
- **If you need to pick up where you left off,** enter the course the same way you did the first time on the same computer and browser.
 - You will see your contact information. Click CONTINUE then click the green **START** button.
 - If you have completed the Pretest already, you will click CONTINUE again to confirm your name and email address. (If you see the **START** button again, click it)
 - You will be asked if you want to resume where you left off. Click YES to go to that slide.

Printing your Certificate

- **You must have a printer connected in order to print your Certificate at the end of the course.**
- **PRINT:** Click on the Print Certificate button. Wait for the PDF file to be created. Open the PDF and print.
- **COPY & SAVE:** If you don't have a printer, click the Print Certificate button. Wait for the PDF file to be created. Open the PDF file and save it to print later. Make a note of where it's saved so you can retrieve it when you need to.

If you're unable to save or print the PDF file, get a screenshot of the certificate. Follow these instructions:

- <http://www.wikihow.com/Take-a-Screenshot-in-Microsoft-Windows>
- <http://www.wikihow.com/Take-a-Screenshot-in-Mac-OS-X>

Beginning May 1, 2018, any user experiencing technical problems with the Certificate of Completion must notify PCANC within 12 months of course completion to obtain a replacement. Beyond that time frame, the course **must be repeated** to obtain the certificate.