![Prevent Child Abuse North Carolina logo]

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:

Printable Resources

Here are some useful links and documents:

FAQ - Frequently Asked Questions 2017
PRINT ALL SLIDES
Social-Economic Model

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 view the course, please use these recommended browsers:

    - Windows: **Internet Explorer 8** and later, **Microsoft Edge** (latest version), **Google Chrome** (latest version), **Firefox** (latest version)
    - Mac: **Safari 7** and later, **Google Chrome** (latest version)

    You may be prompted to enable Adobe Flash Player in Google Chrome 56 or later. If you need to download it, use this link: **Adobe Flash Player**.
    If you experience problems with any of these browsers, please contact us.

- **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.** 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 results

- **You must have a printer connected in order to print your results at the end of the course.**
- PRINT: When the results are displayed, use your browser's Print function to print the page.
- COPY & SAVE: If you don't have a printer, you can use COPY (Ctrl + C) to copy the results page to your clipboard.
    - Start an email to yourself, and PASTE (Ctrl + V) to place those results into the body of the message.
    - Send the email to yourself, and print it when you have access to a printer.
- SCREENSHOT: You save a screenshot of your results as they appear by following these instructions:
    - http://www.wikihow.com/Take-a-Screenshot-in-Microsoft-Windows
    - http://www.wikihow.com/Take-a-Screenshot-in-Mac-OS-X