



## **Frequently Asked Questions: FAQ**

**If you are experiencing problems accessing the system, it is best to do a browser check.\* If you are currently using a Baystate Health computer, please contact the Help Desk at 4-3000. Request confirmation that you have the latest version of Internet Explorer installed on the BHS computer with “Java” enabled. The Help Desk representative will log onto your Baystate Health computer and check the settings for you.**

*\*Examples would be web site crashing or lost links. In such an event, you would see only system error messages on the browser screen. There would be no user prompts or dialogues.*

**If you are not using a Baystate Health Computer, please verify that you have the latest version of Internet Explorer. The Continuing Education site was designed to work with the latest version.**

**Upgrading your browser on your own computer is a simple process. To do so click on the windows “Start” button and scroll to the “Windows Update” bar. When the web site opens, follow the instructions at the site and permit “Windows Update” to determine your version of Internet Explorer. If your version is not current, the Microsoft web site will prompt you to upgrade. It is strongly recommended that you upgrade the browser and work with this FAQ before contacting the Continuing Education staff. Your internet service provider may also be able to provide assistance in this matter.**

**After verifying that you have the latest “Internet Explorer” browser, we can now try to solve specific issues such as the ones referred to in the list below. Click on your particular question in the list. Your computer will be directed to an answer.**

### **Frequent Problems or Issues List:**

**[What is my password?](#)**

What is my user name?

I registered for the course, but nothing seems to have happened.

The presentation won't "open up" for me.

I can't find any post-test questions.

Is there credit for this course?

Where is my certificate?

**If, after verifying your browser version and reviewing this FAQ, you still cannot solve your access or other Continuing Education website problems please e-mail [joanna.barnett@bhs.org](mailto:joanna.barnett@bhs.org) or [vincent.baker@bhs.org](mailto:vincent.baker@bhs.org). Be sure to provide your phone number and email address. Please be advised that you may not be contacted until the next business day.**

## ***What is my password?***

Answer: There is a password hint button on the main log in page. Just type in your User ID and click on “Show Hint”. You will be given a hint to your password that you set up when you first registered. If you are a Baystate employee, you should have registered using your employee ID #, (Example; “en1111”), as your “User Name”.

[Forgot your password?](#)

Your User Name:



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## ***What is my user name?***

Answer:

**a. For BHS Employees:** If you are a BHS employee, your employee ID number should be your User ID. Type in the letters "en" in lower case and then type your numerical employee ID number. (Example "en11111"). If you have already viewed courses in the past then you have already registered. The site would not have permitted you to continue otherwise.

**b. Users other than BHS Employees:** If you don't remember your user name, you can attempt to re-register using the link that follows. The system will check your entry against your social security number to ensure that you are not reregistering. When you attempt to register, you will see the following box.

**[Help us check if you are already registered with us :](#)**

First Name :

Last Name :

Last 6 digits of SSN :  -

***Enter the information requested which includes your name and the last six digits of your social security number. If you have already registered, the program will exit back to the original login page where you will again be prompted to log in.. You must then assume that you have registered and need to find your password.***

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**I registered for the course, but nothing seems to have happened.**

Answer: If you are a Baystate Employee having trouble logging in, please contact Information Services at 4-3000. If you are not a Baystate Employee, please e-mail either [joanna.barnett@bhs.org](mailto:joanna.barnett@bhs.org) or [vincent.baker@bhs.org](mailto:vincent.baker@bhs.org). Please remember to provide your phone number and email address.

If your problem is that you are not being brought directed to the course, be advised that your new course will show up in the “My Courses” list that is similar to the following.

**Baystate Health** Welcome to Continuing Education

**STATUS CHART**

- Objectives & Author Bio
- Enrolled
- Pre Test
- Review Course Content
- Post Test & Annotated Answers
- Evaluation
- Completed Course & Certificate

**My Courses** STATUS

<a href="#">Spotlight Talk - Cardiac Life Support Update, Kim Krach, MD</a>	●
<a href="#">2007-11-?? EKG Presentations, Kim Krach, MD</a>	●

The course that you recently enrolled in will not necessarily be first on the “My Courses” list. If you have previously enrolled for this same course, you will find it on the list more than once. The colored status button on the right of the course title corresponds to the “STATUS CHART” listed at the top. A colored chart referencing the color codes is at the top of the web page.

Generally, it is advisable to complete one course at a time before starting another.

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[Click here to return to the list of questions](#)

## The presentation won't "open up" for me.

If you click on the blue underscored hyperlink title of the course that you have signed up for under “My Courses”, you should be brought to a page that is similar to the following:



[Home](#) | [Course Description & Objectives](#) | [Course Content](#) | [Bibliography](#)

2007-11-?? EKG Presentations, Kim Krach, MD

I have reviewed the [course content](#) and would like to [continue the](#)

If you are not directed to the page or if the web page crashes, your browser settings may not be compatible with the web site. If this is the case, please refer to the following options.

1. If you are currently working at Baystate on a Baystate owned computer, contact the help desk at 4-3000. The help desk representative will assist you. The Continuing Education department cannot help you to make changes to settings on a BHS computer.
2. If you are using your own computer, you should do the following.
  - a. Ensure that you have the latest version of Internet Explorer and that all Internet Explorer program settings are default settings. You may be required to use *Microsoft update* to download the latest browser. This should enable you to access the course content and questions. If it does not, there may be advanced Internet Explorer settings that need to be adjusted. Your internet service provider can assist in configuring internet explorer. Instructions for doing this can be found on the first page of the FAQ.
  - b. If this does not solve the problem, please contact the Continuing Education department by e-mailing either [joanna.barnett@bhs.org](mailto:joanna.barnett@bhs.org) or [vincent.baker@bhs.org](mailto:vincent.baker@bhs.org). Please remember to provide a phone number and an email address.

[Click here to return to the list of questions](#)

## **I can't find any post-test questions.**

There may be no pre or post-test questions for certain courses. Contact the staff of the Continuing Education department by e-mailing either [joanna.barnett@bhs.org](mailto:joanna.barnett@bhs.org) or [vincent.baker@bhs.org](mailto:vincent.baker@bhs.org) if you require additional assistance in this matter. If you click on the link for “post-test” questions, but the web page crashes or malfunctions, please contact via those two e-mails. You may also need to refer to page one of the FAQ which addresses issues in Internet Browsers.

*[Click here to return to the list of questions](#)*

## **Is there credit for this course?**

The end of the course description page indicates if there is credit for this course.

[Click here to return to the list of questions](#)

## **Where is my certificate?**

You must successfully complete the post-test exam and course evaluation in order to print your certificate. If you follow these two steps, you should find a selector to enable you to print the certificate. You may have to e-mail the Continuing Education department by e-mailing either [joanna.barnett@bhs.org](mailto:joanna.barnett@bhs.org) or [vincent.baker@bhs.org](mailto:vincent.baker@bhs.org) if this button is not present. It may indicate a web page problem.

*[Click here to return to the list of questions](#)*