

# Frequently Asked Questions

**Q. Why do I need a unique e-mail address for enrolling each individual person into E-Learning courses?**

A. The E-Learning system needs to identify each person taking an online course and does this through the e-mail address provided. Courses have a number of quiz questions in them to ensure that you have understood the content and it tracks the unique answers for each person and provides results to your agency upon completion of the course.

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**Q. Can I use my home or alternate e-mail address to enroll in the E-Learning course?**

A. Yes you can use any valid e-mail address as long as it is one you check periodically. We will communicate your username and password and access to each course to you through that e-mail address and we will also send out updates and reminders to you about the course(s) throughout the year.

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**Q. I don't have a computer so how can I access the course?**

A. One alternative is to use the Community Access Program for Ontario where lists sites throughout Ontario where you can access the use of a computer in a public setting like a library or community Service organization. This site can be accessed at the following web link [http://cap.ic.gc.ca/pub/download/site%20lists/ON\\_E.xls](http://cap.ic.gc.ca/pub/download/site%20lists/ON_E.xls)

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**Q. I don't have an e-mail address and it will cost too much time or money to set one up, is there an alternative?**

A. You must have a personal e-mail address that is unique to you, but there are some simple low-cost or no-cost solutions for getting an e-mail address. Remember it must be one that you check periodically since we will be sending information to you at that address. You can set up a free e-mail account at "Hot Mail" or "Google Mail", for example.

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**Q. I have only one computer but I have several people that I want to enroll – how can I do that?**

A. If you have an email account with say, Rogers or Bell or through your company, most will support the addition of several alternate e-mail addresses at little or no cost. Simple call your provider and tell them you want additional e-mails on your computer and they will walk you through the process and help you set them up on the one computer but remember that all communications will be sent to that e-mail address so each user will ultimately need some access to the information coming into them at that address.

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**Q. As I make my way through the quiz questions can I check my progress by skipping ahead to the Quiz Summary screen?**

A. No. The Quiz Summary screen was designed to provide final results only after completing all questions. Skipping ahead will cause results to be reported inaccurately or not at all.

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**Q. If I want to skip a question and answer it later can I just leave it blank and click the SUBMIT button?**

A. You are allowed to skip questions, however any question skipped using the SUBMIT button is treated as wrong answer. To skip a question, either use the Outline pane to select the next screen you want to advance to or use the screen forward or back button on the toolbar.

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**Q. Other than my Quiz Summary Screen score, how can I be sure that I have answered all of the questions?**

A. You can review the questions at any time by selecting and reviewing them using the Outline. If a question has been previously answered your response is indicated. If no response is shown the question has not been answered.

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**Q. I cannot access a question using the Outline list or by advancing from the previous screen. What do I do?**

A. Log off the course and close your web browser. Log back into the course. You will now be able to access the question through the Outline list.

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**Q. If I have completed the course and did not receive a passing grade, can I retake the course?**

A. Check with your course administrator. Most courses are configured to allow one or more retries.

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If you have any questions concerning the process, please contact us at [Sue.Knox@GeorgianCollege.ca](mailto:Sue.Knox@GeorgianCollege.ca).