Instructions for State Ethics On Line Testing

Q: I heard the program will not work in certain web browsers. Is that true?
A: The program should be completed using Internet Explorer. Many users have had trouble with other web browsers. We cannot guarantee the program will work in other browsers.

Q. How long will this take me?
A. The program will take about an hour for most users.

**Q. I am not computer literate. How will I complete this requirement?**
A. The program is quite simple to use. However, we acknowledge that some people may have difficulty with the necessary computer settings, or they may not have access to a computer. In that case, you should speak with your employer about having someone walk you through the course.

Q. The video and audio in the program are not working. What do I do?
A. Your employer should have provided you with the instructions to read before you start the program. Because the program uses video, you will need to have Flash installed on your computer. To download the free Adobe Flash Player, visit this link:
http://get.adobe.com/flashplayer/

Q. My computer froze, or I had to stop the program before I completed it. How do I get back to where I was?
A. There is no way for the program to remember your place. You are responsible for tracking your progress through the program if you have to stop at any time. There is a Contents menu on the left side of the screen to help you navigate the sections of the training.
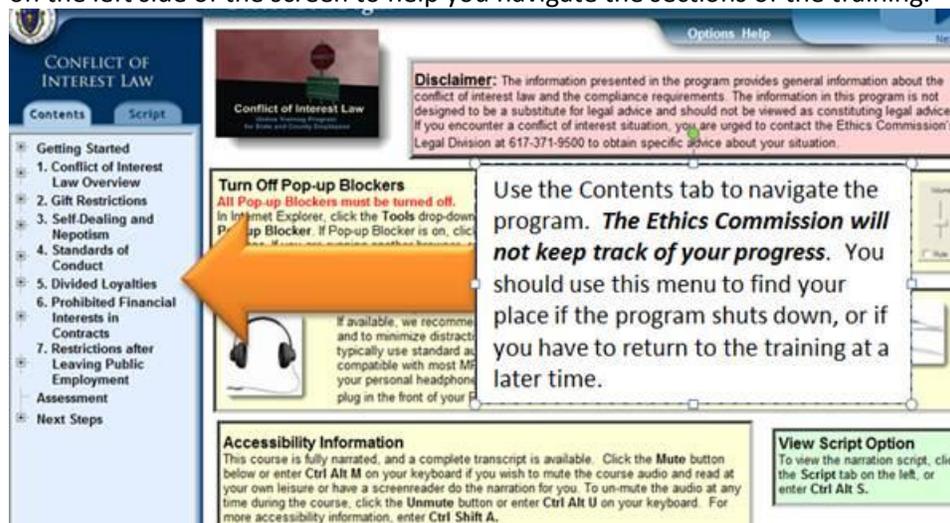
Q. I got to the page titled "Assessment," and it appears to be stuck. What do I do?
A. First, make sure you're following all the computer settings in the Instructions page. People who use a newer version of Explorer must enable Compatibility View in their web browser to view the program. You can do this by going to "Tools" and selecting "Compatibility View," (1) or by clicking on the icon that looks like a torn sheet of paper in your address bar (2):

1.
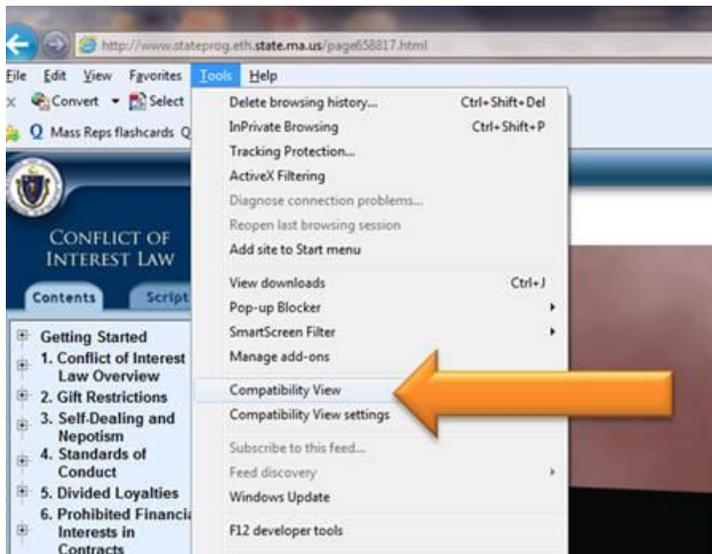
2.

Q. I am using PACE or another Learning Management System (LMS) to complete the training, and I'm having problems with it.
A. The Ethics Commission is not responsible for the management of outside systems. Contact your employer for help with a third-party LMS.

Q. I selected "Course Credit." Does the Ethics Commission have proof that I completed the program?
A. No. The instructions clearly state that you should not click "Course Credit" unless you are using an LMS. The Commission does not automatically receive any notification about users completing the training, even from those using an LMS. LMS users' notification goes to their employers.

Q. I/My employer lost my certificate. How do I retrieve it?
A. There will be no record saved within the program, which is why we stress that the Ethics Commission makes no record of users' certificates. In order to get another certificate, you must complete the Assessment (the final 10 questions) again. After reading the instructions, open the program, and click on Assessment in the Contents menu. Follow the instructions from that point.
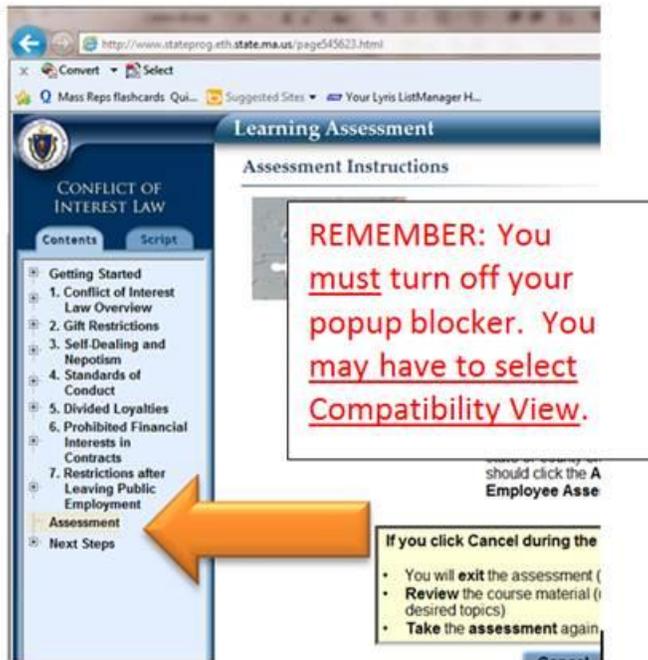
Q. I tried to print my completion certificate and it came up without my name on it.
A. Refer to the instructions. You must have your popup blocker disabled in order to receive a certificate. In Explorer, go to your Tools menu, select "Popup blocker" and select "Turn off popup blocker." You may also try holding down your keyboard's CTRL key while clicking on "View Certificate."

Q. I am a Mac user and I do not have Internet Explorer on my computer. How do I complete the training?
A. You can take the program on Safari, although some functions may be blocked. For Safari, be sure that plug-ins are enabled (Safari - Preferences - Security - Enable Plug-Ins). You must also make sure Pop Up Windows are not blocked (Safari - Preferences - Security - Block Pop Up Windows). If this does not work for you, talk to your employer about using a computer with Internet Explorer and refer to the settings for Explorer.

Q. My employer needs an electronic copy of my certificate. How do I save it to my computer?
A. The only way to properly save the file is as a .PDF. It will not save as any other image file (.htm, .jpg, etc.). You can convert the page to a .PDF and save it to your computer easily:

1.

Or 2 – before printing

FIRST, Click on "Print Certificate."

THEN, Select "Adobe PDF" under your printer menu. Follow the instructions to save the file as a .PDF

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