

eLearning Frequently Asked Questions & Help

Here are the common questions ... and answers! If you don't find what you need here, our email address is below.

QUESTION: My course won't launch. How can I fix this? (This is the #1 question we get - and you can solve it yourself!)

ANSWER: There are a few things that you can try:

- Make sure your Web browser and workstation meet the minimum system requirements, including the Adobe Flash Player.
- Disable the browser's pop-up blocker. Right-click to download instructions for your browser: [Explorer](#) | [Firefox](#) | [Chrome](#)
- Enable cookies and Java-Script.
- Disable any add-in toolbars on your internet browser, or at least turn off the pop-up blockers on them. These are things like the Google toolbar, the Yahoo! toolbar, and others that sometimes have their own pop-up blockers.

QUESTION: What are the minimum browser requirements for this system?

ANSWER: You'll need a computer with at least the following:

- Firefox 1.5 and higher
- Internet Explorer 6.0 and higher
- Safari 2.0.3
- Adobe Flash Player : [Get the Adobe Flash Player](#)
- Have JavaScript enabled and support JavaScript 1.5 or higher
- Have pop-up blocking turned off. Right-click to download instructions for your browser: [Explorer](#) | [Firefox](#) | [Chrome](#)

QUESTION: How do I register for an online course?

ANSWER: Locate the appropriate course in the Course Catalog, then follow the directions below.

To take the course right away:

Click 'Take Course' to register for the course and launch it immediately.

OR

To register for a course you plan to take later:

Click 'Add to My Plan' to register for a course and complete it at a later time.

QUESTION: I clicked register and entered my credit card information. Now I want to use my coupon code. What do I do?

ANSWER: At this point, you can't go back into the system to apply the coupon code. Contact ASIA.Office@asia-spinalinjury.org for assistance.

QUESTION: My institution paid for the course and told me I should take it. How do I take it without paying?

ANSWER: Prior to enrolling, you'll need to get a coupon code. Contact the person who told you to take the course for the appropriate information.

QUESTION: I have a coupon code that gives me the course for free. Will I need to provide a credit card to enroll?

ANSWER: No. You do not need to provide credit card information when you have a coupon code that provides the course for free. If you have entered your code and clicked Update, the screen should change and indicate that the course is free. If it does not, contact your administrator to make sure you've received the correct code.

QUESTION: How do I access a course that I've registered for but haven't completed yet?

ANSWER: Click 'My Learning Plan', on the left navigation bar, locate the appropriate course and click the course title to launch it.

QUESTION: How can I see my training transcript including a record of my scores?

ANSWER: Click 'Completion Certificates', on the left navigation bar.

QUESTION: Can I exit an online course before I've finished it?

ANSWER: Yes. The system tracks your progress and allows you to resume the course from your stopping point.

QUESTION: How can I print my course completion certificate?

ANSWER: After you've successfully completed a course, the system will add it to 'Completion Certificates.' It will also record the date the course was completed and the amount of time you spent taking it. To print the certificate:

- Click 'Completion Certificates,' on the left navigation bar.
- Find the course.
- Select View PDF.
- Click the printer icon.

QUESTION: Can I review an online course after I've completed it?

ANSWER: Yes. Click 'Completion Certificates,' on the left navigation bar.

- Select the appropriate course title.
- Click 'Take Course.'

QUESTION: If I retake the modules and assessments, will my scores change?

ANSWER: No. Once you've completed all of the course modules and passed each of the assessments with a score of 80% or higher, then your scores are set. You can retake the assessments if you like, but the results will not be recorded in the system.

QUESTION: I registered for a course and paid, but now I've changed my mind. I don't want to take the course. What do I do?

ANSWER: Once you launch a course on this website, no refund will be issued for that course. Requests for refunds for courses not launched must be submitted to ASIA in writing. Written requests should be submitted to:

**American Spinal Injury Association
2209 Dickens Road
Richmond, Virginia 23230**

QUESTION: I did the work in all of the modules and finished the evaluation. Why didn't I receive a Certificate of Completion?

ANSWER: There are a few reasons why you might not have received a certificate:

- Check to make sure you're enrolled in the "With Completion Certificate" version of the InSTeP course. If your course is titled "Without Completion Certificate" you will not receive a certificate.
- In order to receive a certificate, you must have passed all of the course assessments with a minimum score of 80%. Check in your Lessons menu to see your scores on each assessment. You must complete all six modules and the course evaluation to receive the certificate.
- The certificate is available online through the Learning Center -- you may launch and print it online. Your certificate will not be mailed to you.

QUESTION: Why does the system keep logging me out?

ANSWER: The system is set up to automatically log you out after 20 minutes of inactivity. You can log back in as soon as you start working again.

QUESTION: How do I change my password?

ANSWER: Click on 'Update Profile' in the left-hand menu. Enter your new password in the 'New Password' field, then again to confirm it.

QUESTION: Where do I go if I need more help?

ANSWER: For help with your **login, retrieving certificates, name changes, demographics, and refunds**, please contact our team via email at ASIA.Office@asia-spinalinjury.org or by phone at 804-565-6396. We're here Monday-Friday, 8:00 AM – 4:00 PM Eastern Time.

ANSWER: For all **technical-related issues (such as modules freezing, received a grade yet status still shows incomplete, etc.)**, please email email4help@torrancelearning.com or call **734-433.0513 extension 212**. In order to better assist you, it is recommended that you also try to take a snapshot of your screen with the error message. This allows the Help Desk at the Torrance Learning Center to troubleshoot and identify the technical issue.