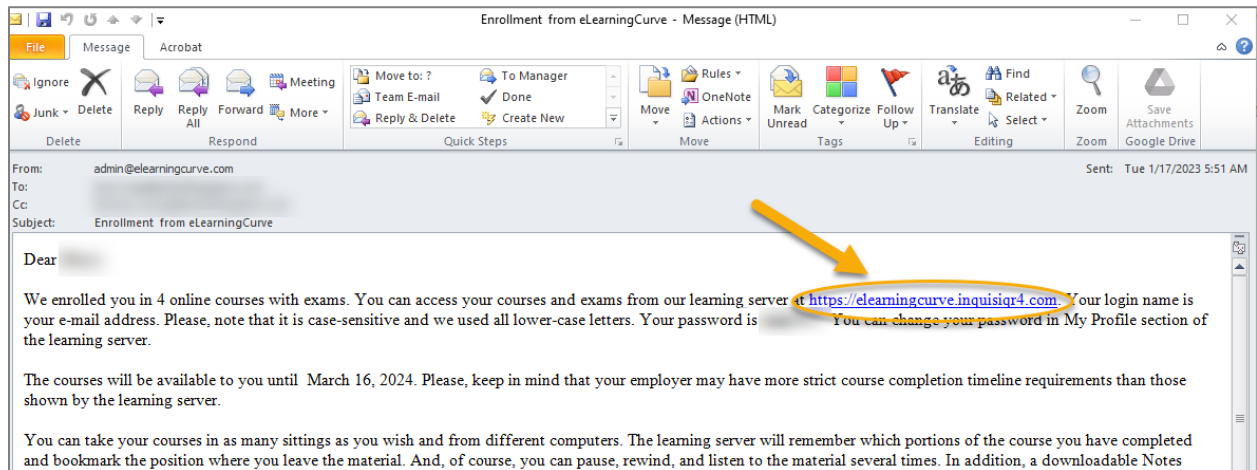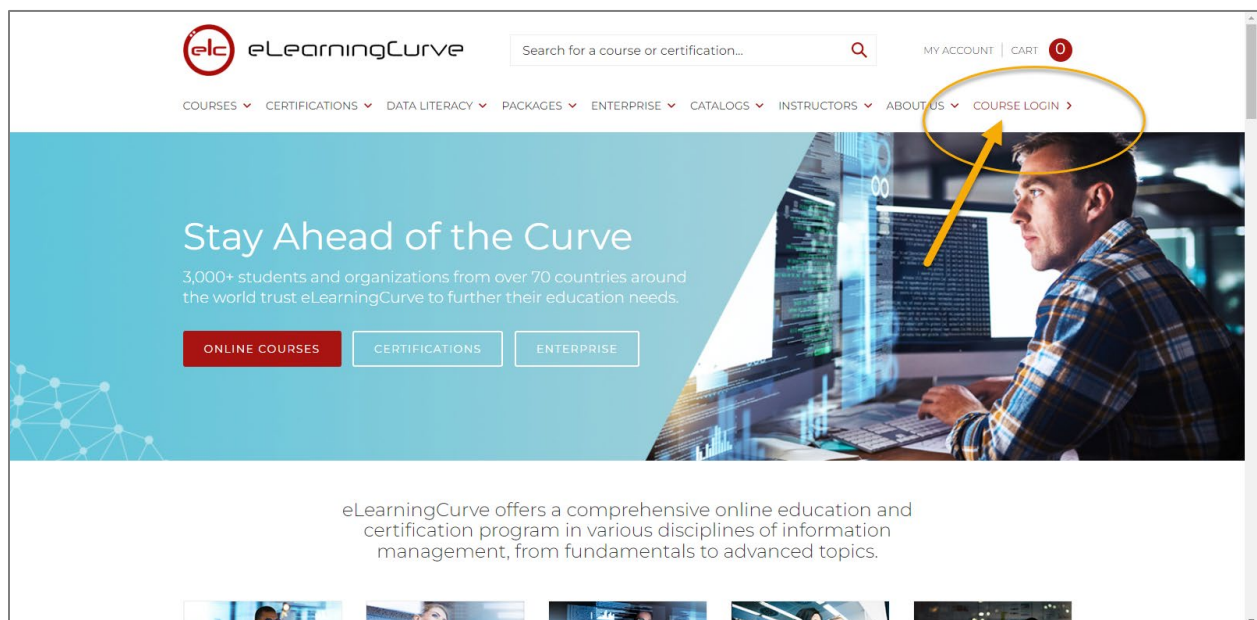# eLearningCurve Course Access Guide

Go to the eLearningCurve course server.

A link to the server will be in your enrollment email. You can also access the server any time from our Web site.
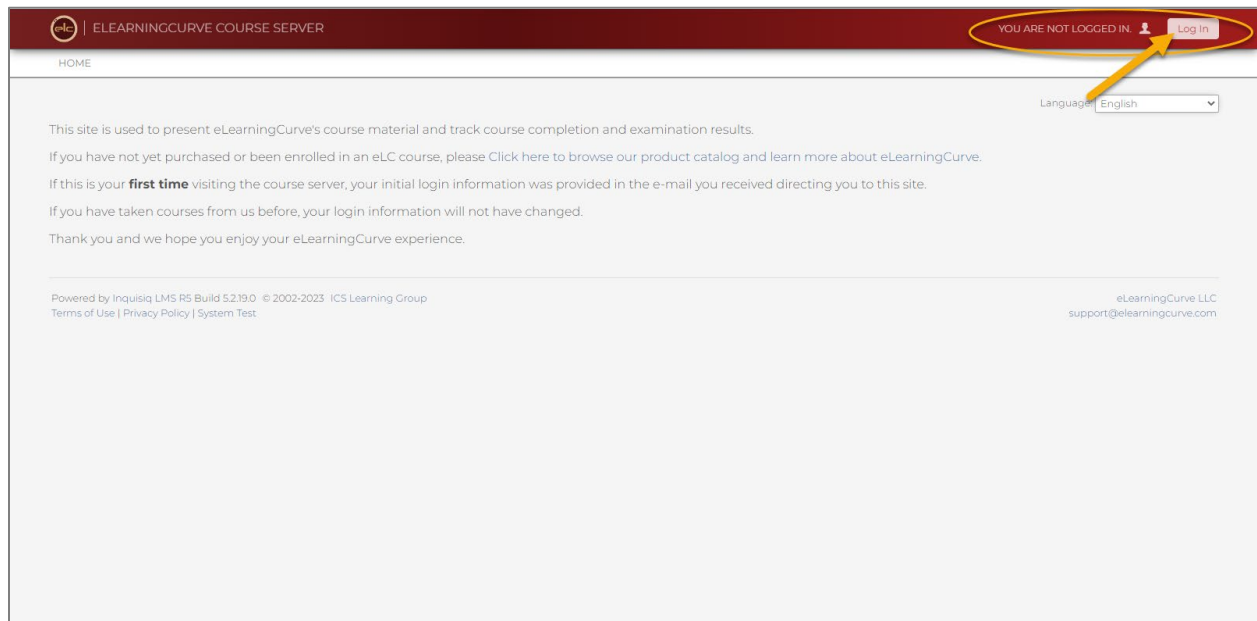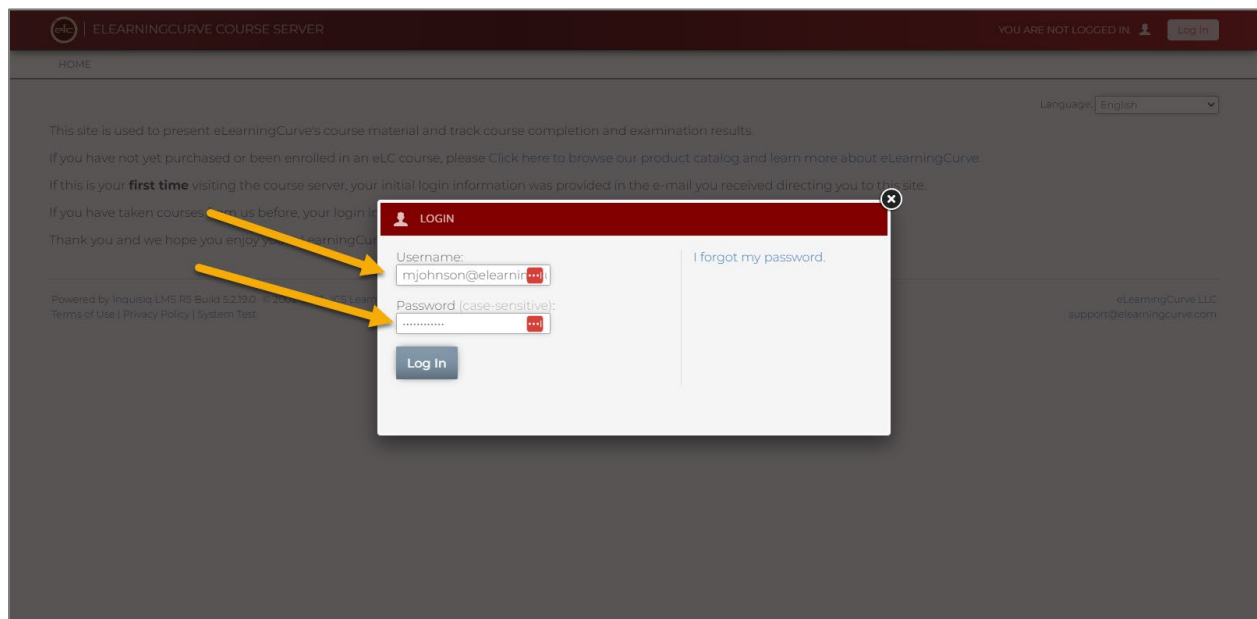
Email:

Website:

From the course server, click the log in button at the top right of the screen

When prompted, enter your user name and password and click enter.

Your user name is your email address. Your password is in the enrollment email, along with instructions about how to change it if you wish.

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You should now see a list of courses you are enrolled in.

Select the course you want to access by clicking the "Go" button to the right of the course title.

From there you will see a list of the course modules.

Click "Go" to select a module. This takes you to the course material. Please note the downloadable course materials on the right.

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To exit a module, simply close your browser window.

You can also use the exit button at the top right of the course player.
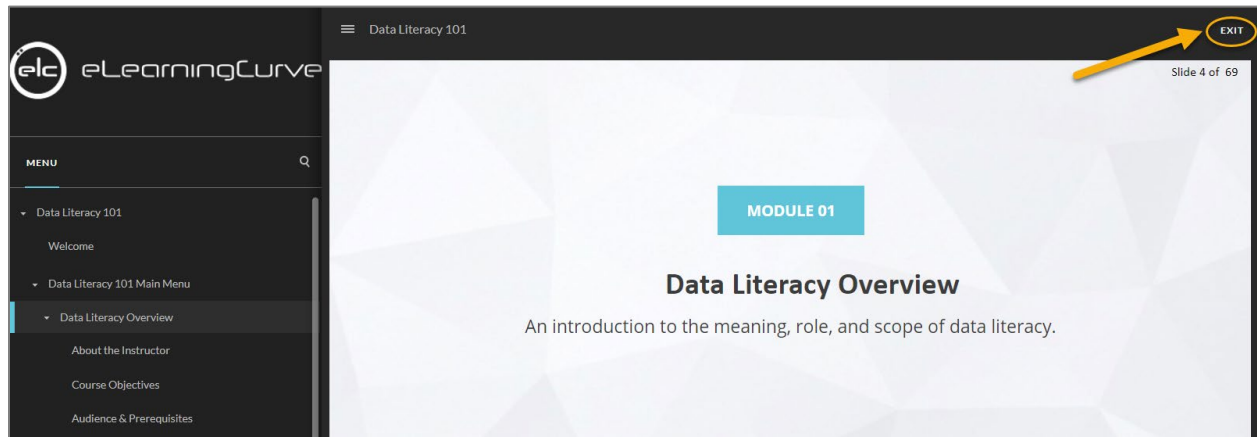
You will need to wait a moment for the module to save.

Please do not close your browser window until the save is complete. When you get the "data saved" message you can click the link provided to go back to the course details page (the list of course modules) or close your browser.
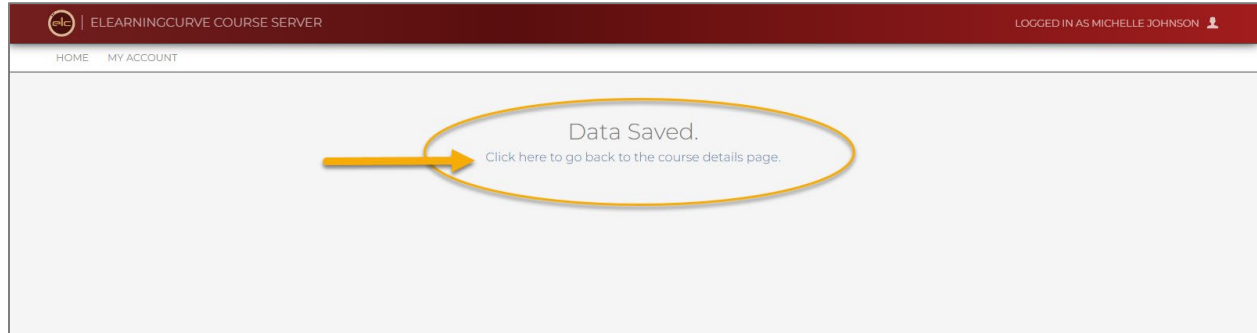
You can log out of the course server by clicking the course server log out button on the top right of your screen.

You can exit the course server from either the course details page or your main account page.
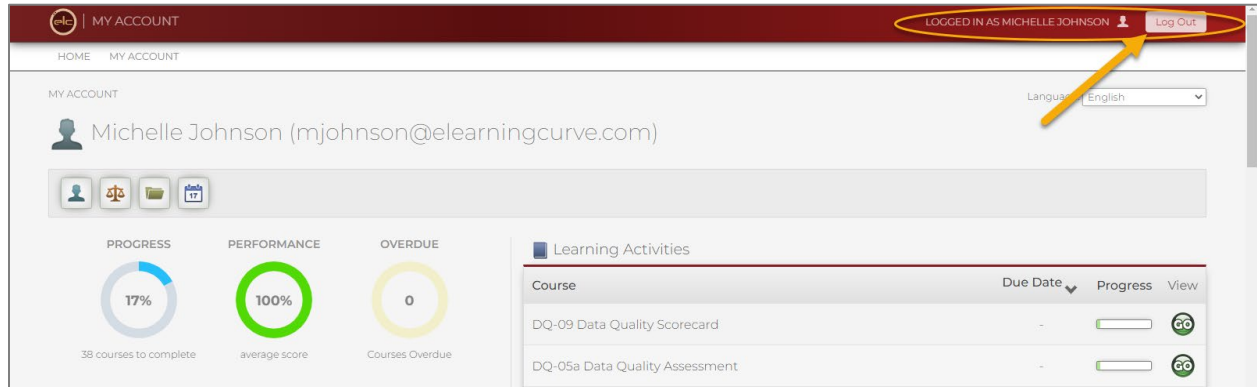
Common Questions Answered

Q: How do I log in?

A: All students receive an on-boarding email that includes the login and password information for the learning server. If you did not receive that e-mail, please, make sure your spam filter is setup to allow auto-generated e-mails from our organization, as you will receive further emails (for example, when you pass an exam.)

If you experience trouble logging in, please make sure you are logging in to the course server at: https://elearningcurve.inquisiqr4.com/

Q: What printable course materials are available for use during training?

A: Every course is accompanied by a printable PDF notes booklet, which includes all the slides from the courses. Some instructors include additional materials. These documents are available for download from the course server.

Q: How long do I have to complete the course?

A: Course completion times can very. The expiration date for your course is shown on the learning server.

Q: Is it possible to access the class recordings at a later date?

 A: Recordings are available until the course license expires. However, you can download the notes booklet and keep it indefinitely.

Q: Why does the module show as "In progress" when I completed it?

A: A module is marked as completed when you visit every slide in the presentation. It also can occasionally be corrupted if your browser crashes before it can save the session data to the server. In any case, it is simply a way for the learning server to tell you where it thinks you stand. It has no relevance to your actual status vis-à-vis certification requirements. Completion of the course for certification purposes is determined by passing the exam.

Q: Why was the completed course not moved to the "Review" section?

A: A completed course is not automatically moved to the "Review & Expired" section. Completed courses reside in the "Learning Activities" section for about a month after completion. In any case, course status and 'location' it is simply a way for the Learning Server to tell you where it thinks you stand. It has no relevance to your actual status in respect to certification requirements.

Q: What do I do if I have an audio issue?

A: Our course slides contain corresponding audio. There are several reasons why you might not hear the audio when playing the course.

1. You should use one of the officially supported browsers:
    a. Windows - Internet Explorer 11, Microsoft Edge (latest version), Google Chrome (latest version), Firefox (latest version)
    b. Mac - Safari (latest version), Google Chrome (latest version), Firefox (latest version)
    c. Mobile - Safari in Apple iOS/iPadOS (latest version), Google Chrome (latest version) in Apple iOS/iPadOS (latest version), Google Chrome (latest version) in Android OS 6 or later

2. You many need to adjust your browser settings. To check your browser settings, please, go to https://elearningcurve.inquisiqr4.com/ and click on the 'System Test' link located at the footer of the page. Then click on the 'Test My Workstation' button and verify that everything (even the popup blocker) is check-marked green.

3. Your firewall/network security setup might cause this issue. Try viewing the course from a different device, or work with your IT department to enable audio for our site.

4. Finally, if you can hear the audio for some slides, but not for others that should have audio, the issue may be caused by your browser's autoplay policy. Some modern browsers (Chrome and Safari in particular) have an autoplay policy that allows audio/media content to play only if user clicks on it. Try interacting with the course. Hit pause/play, replay, or any other button on the course player. In time, the browser should learn your preferences, and the audio will play automatically without need to interact with the slide.