

Connecting

Q. What should I do if I cannot login?

A. Please e-mail niaidgcp-help@mail.nih.com

Q. What should I do if I forgot my username and password?

A. If you do not know how to reset your password, please e-mail niaidgcp-help@mail.nih.gov

Q. What are the minimum system requirements to run the GCP Learning Center?

A. You can review minimum system requirements by opening the PDF Document "Minimum System Requirements," available under "Support Documents"

Q. I have logged in but cannot connect to the courses. Can I test the connection?

A. Yes, ComplianceWire enables you to run a connection test on your computer:

1. Click the Support tab.
2. Click Connection Test.
3. Follow the instructions on the screen.

This test requires that Shockwave be installed on that computer (visit www.macromedia.com for Shockwave installation instructions)

Taking Courses

Q. Can I receive credits for taking courses?

A. Yes, for NIAID program staff, NIH extramural scientist administrator (ESA) credits and Continuing Learning Points (CLP) (one credit/point for each course completed) are available. E-mail your certificates of completion to mukherjees@mail.hin.gov to receive your credits/points.

Q. My computer has a pop-up blocker installed. Should I turn this off?

A. Yes, before starting a course, make sure your computer can allow pop-ups by disabling any pop-up blockers. For Internet Explorer users, click Tools, then select "Turn Off Pop-up Blocker"

Q. Where can I get technical support?

A. For technical or course-related questions, you can send an e-mail to Kaplan EduNeering by compliancewire.support@kaplan.com or call Kaplan EduNeering Client Services at 1-866-604-4846; Outside the US, call 801-258-7666.

Q. Will I be tested?

A. Yes, each course will begin with a pretest, which determines how much of the course content you will "test out" of, or bypass. The pre-test contains three types of questions: multiple-choice, true/false, and fill-in-the-blank.

Once the pretest is complete, you will be prompted to begin the course. The courses are designed with interim learning activities, or quizzes, to check your progress. Each time you repeat a question, multiple choice answers will be randomly sorted. Successfully completing, or passing, these activities allow you to proceed through a course.

At the end of each course is a Challenge that is scored. If you score below the 80% minimum, you can immediately retake the Challenge. You can retake the Challenge as many times as necessary to pass.

Q. Who can see my scores?

A. Scores are not maintained in the system. Only you will see your actual scores after finishing each quiz or Challenge. NIAID administrators can only see the course status and completed courses by accessing a special management report. They will only see the term "Completed" next to each course you've completed.