

## Frequently Asked Questions

### Online Courses

#### When/how will I get my login information?

When you register for an online course, you will receive a registration confirmation with a link and enrollment instructions to access the UW-Green Bay digital learning environment Canvas. You will be prompted to create a Canvas account using your email address and a password of your choosing. We encourage you to write down your username and password that you create, also double check that you entered the correct email or you will not receive the activation email. Please feel free to contact us via email ([bhttp@uwgb.edu](mailto:bhttp@uwgb.edu)) or phone (920-497-2101).

#### Which courses should I register for?

You should only register for **1** online class. If you need either Crisis Intervention training **OR** CCS training, please register for **ONE** of those two. If you need both, please register for the Dual Track Crisis/CCS course. Make sure you check with your supervisor on which class is needed.

#### Why are some portions of the coursework not showing up?

Please ensure that you have fully completed all the prior coursework, including quizzes. Make sure you are using Google Chrome or Internet Explorer **NOT** Edge, as your web browser and that you have flash enabled on your computer. If the issue persists after checking your coursework, checking the browser, and contacting your IT department, please contact us at [bhttp@uwgb.edu](mailto:bhttp@uwgb.edu).

#### Why are my quizzes not showing up?

You must get an **8 out of 10** or better to progress onto the next quiz. If further quizzes are not showing up for you, please double check your quiz scores in the quiz list.

#### I completed the course. Where is my certificate?

You will know you have completed the course because at the end of the course you should see a module saying you have completed the course. We receive notification of course completion every morning at 12 AM the day **after** you complete the course (i.e. 12 AM Tuesday if you complete it on a Monday). Your certificate will be dated with that date and then sent out within one to two weeks. Please notify us if you need it immediately after completion of the course.



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