



FOCUS ON INTEGRATED TREATMENT FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
<p>How do I obtain information about the course?</p>	<p>Go to the www.mylearningpointe/hazelden website. If you still need more information about course content click on the Course Objectives or click Details next to any course within the myLearningPointe Online Store, as shown below.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>This series will include the following modules:</p> <ul style="list-style-type: none"> • FIT Module 01: Introduction Details • FIT Module 02: Implementing Co-Occurring Disorders (COD) Treatment Details • FIT Module 03: Screening for Substance Use Details • FIT Module 04: Screening for Psychiatric Disorders Details • FIT Module 05: Assessment for Substance Use Disorder Details • FIT Module 06: Assessment of Psychiatric Disorders Details • FIT Module 07: Differentiating Substance Use and Mental Illness Symptoms Details </div>
<p>How long will it take to complete the courses?</p>	<p>This will vary by learner. Within the Module Details information, the credit listing is the average estimated time for completing the course.</p>
<p>Are the courses self-paced or are they offered at specific times?</p> <p>If I can't complete the module in one sitting do I have to begin the module all over?</p>	<p>The courses are self-paced and available 24/7. If you need to stop midway through a course, click the Exit button so the system will note when you stopped the course. To resume a course that has been stopped, click the Play button and follow the prompts to start where you last left off.</p> <div style="text-align: center; margin: 10px 0;">  </div> <p>Learners can go back to previous sections within the module to review information before moving forward.</p>
<p>What form of payment do you accept?</p>	<p>Currently, we accept VISA, MasterCard, Discover, and American Express through the myLearningPointe Online Store.</p>
<p>What is the refund policy for courses?</p>	<p>Refunds of fees will be made in full, minus a \$10.00 processing fee, to any individual participant who requests a refund prior to actually taking any tests/exams for CE credits. Once the individual has taken any test for CE credit or logged on to a CE-credit only item, refunds will not be available.</p>
<p>Who do I contact for login, course, or payment questions?</p>	<p>Call myLearningPointe at 1.888.249.1517 between the hours of 8:00 a.m. and 4:30 p.m. CST or email mylearningpointe@ntst.com. For login support, click the Forgot your password link? On the top navigation of the page.</p>
<p>What if I have trouble loading a course?</p>	<p>Streaming video and high-resolution graphics require longer download times and higher bandwidth for a course to operate effectively. Check with your IT department to make sure your system is set up to handle the course.</p>

What are the system requirements?

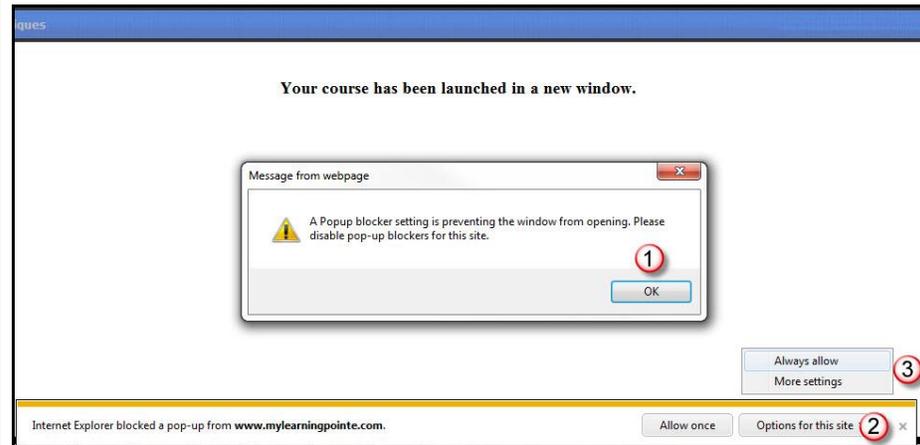
Minimum PC Specifications:

- Operating system: MS Windows 2000/XP and Mac OS 10.5
- Browser: Internet Explorer 6.0 or higher (recommended), Mac Safari 3.2.1 or higher and Mac Firefox 3.0.1 or higher
- Processor: 733 MHz or higher
- RAM: 256 MB RAM
- Connectivity: 128K or higher
- Color: 16-bit color
- Plug Ins: Flash Player 8.0 or higher
- Screen resolution: 1024 x 728 pixels
- Sound Card: Available
- Hard Drive Space: 500 MB free disk space
- Pop up blockers have been turned off

How do I turn off pop blockers?

This will vary, depending on the browser used, but you will find the instructions for disabling them within our recommended browser, Internet Explorer, below. Frequently the first time you open a newer course you will see a screen that says “Your course has been launched in a new window.” And a warning message will appear.

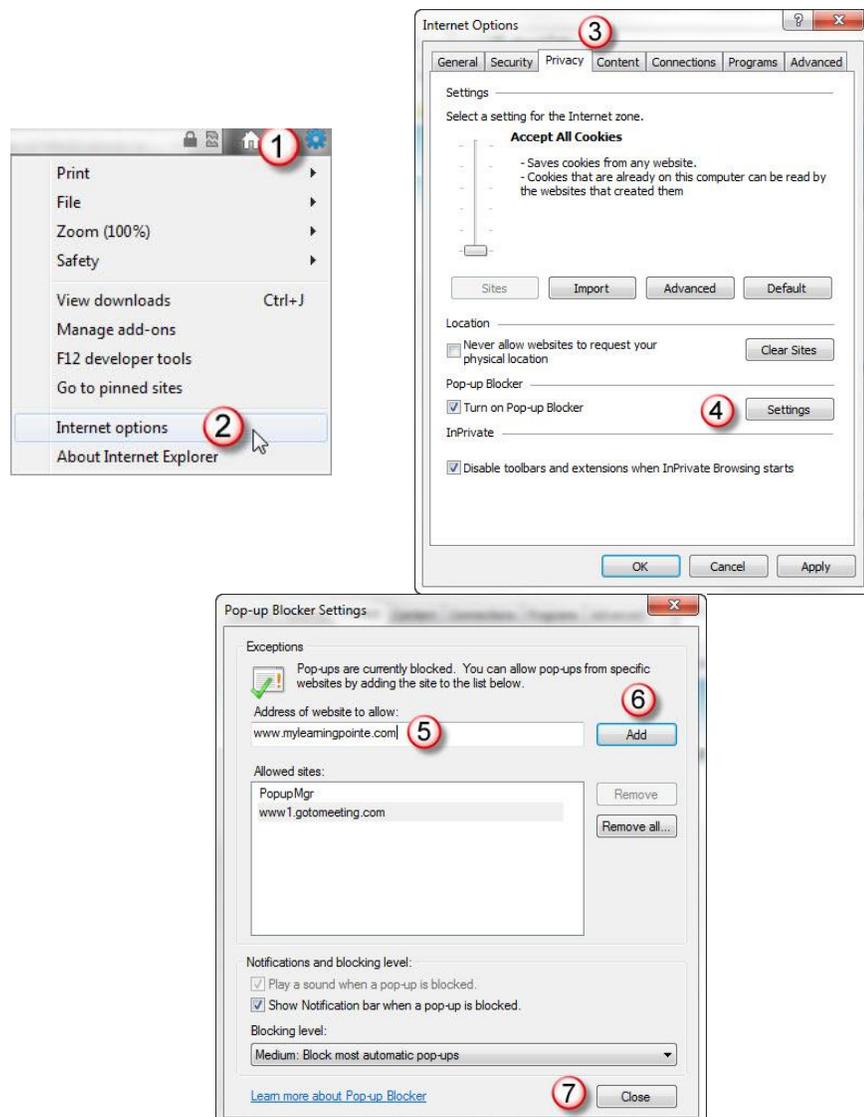
1. Click **OK** to close the warning.
2. On the bar at the bottom of the window, click the **Options for this site** button.
3. Select **Always allow**.



Note: Selecting to only allow once will not track your course progress.

If you do not receive the prompt mentioned earlier here is how to proactively allow pop-ups from our website when using **Internet Explorer**.

1. Click the **Gear** icon at the top right of the browser.
2. Choose **Internet** options.
3. Select the **Privacy** tab in the **Internet Options** window.
4. In the Pop-up blocker section, click the **Settings** button.
5. Type "www.mylearningpointe.com" in the Address of website to allow field.
6. Click the **Add** button.
7. Click the **Close** button and then the **OK** button to close the open windows.



	<p>Google and Yahoo toolbars may have pop-up blockers independent of your browser. They must also be set to always allow pop-ups from www.mylearningpointe.com</p>  <p>If you have an issue with pop-up blockers and have disabled them on your workstation, you may need to press and hold down the CTRL key on your keyboard while clicking on the course link to override the pop-up blockers.</p> <p>Your pop-up blocker may be preventing the system from displaying the course. Check to make sure that you have disabled pop-up blockers for this site.</p>
<p>I click on the course and all I see is a blank window.</p>	<p>Check the following items and verify that your computer settings are appropriate:</p> <ul style="list-style-type: none"> • Internet Options • Firewalls • Java Settings • Adobe Flash and/or Shockwave Player
<p>Does the system track if I answer the practice questions wrong?</p>	<p>No. The computer does not track what you get right or wrong for the practice sessions.</p>
<p>What is required for me to receive my certificate of completion?</p>	<p>Taking the test at the end of each module is necessary. You must pass each module with an 80% or better passing rate. The system will compile your scores for each module and at the end of the collection will generate a certificate of completion.</p>
<p>How do I print my certificate of completion?</p>	<p>Navigate to your Transcript to print the certificate. Certificates are available at the completion of every completed module.</p>
<p>Who do I contact if I have other technical support questions?</p>	<p>Please contact myLearningPointe at 1.888.249.1517 or mylearningpointe@ntst.com. Support is provided Monday through Friday between the hours of 8:00 a.m. and 4:30 p.m. CST. Support is closed on Holidays.</p>
<p>How can I learn more about Hazelden's other learning programs and resources?</p>	<p>Visit Hazelden's web site at www.hazelden.org</p>