

Staying Connected: Facilitating the Learning Experience During and After Cancer Treatment Frequently Asked Questions

1. This course is marked as interactive. Will my computer have the capabilities of running it?

The course is compatible with all web browsers. Please note, the course does include interactive checks for understanding as well as video clips interspersed throughout.

2. How do I access the course for continuing education credit?

If you are a nurse, social worker, or educator seeking continuing education credit for your participation in the course, please indicate so on the registration form. A certificate will be generated for you upon the completion of the Staying Connected program in its entirety.

3. How do I access the course to receive a Certificate of Attendance if I am not a nurse, social worker or educator?

If you are seeking a Certificate of Attendance to submit to another accrediting body, please select the 'non-credit' option in the registration. A Certificate of Attendance will be provided upon your completion of each individual module.

4. How do I access the course once registered?

Within 30 minutes of submitting your registration, you will receive two emails: a confirmation email and an email with access information, including the link to the program platform, username, and temporary password. If you do not see these emails within that timeframe, please check your clutter or junk folders as they may be filtered there.

5. Once I receive my temporary password, what do I need to do to participate in the program?

Click on the URL in the confirmation email, and input your username and temporary password provided. You will then be directed to change your password. Once you are logged in to the system:

- Select The Leukemia & Lymphoma Society's logo and you will be directed to the course homepage
- Select 'Introduction', then 'Enter'
- Upon completion of the Introduction, either exit the activity and return to the homepage, or select the arrow in the lower right hand corner
- Each subsequent module will require a pretest before completing the content, and a posttest before moving on to the next module.

6. Why do I see The Ohio State website and not The Leukemia & Lymphoma Society's website?

The Ohio State University houses The Leukemia & Lymphoma Society's Staying Connected course. Once you enter your username and password, select The Leukemia & Lymphoma Society's logo to continue on to the course.

7. I am unable to move to the next module. What should I do?

Once you complete each module, there are two ways to move to the next step. You may select the 'Exit Activity' button in the upper right corner, which will lead back to the platform homepage. You may also select the arrow in the lower right corner which will directly lead to the next step.

8. I completed the course but my certificate is not generating.

Certificates will both be emailed to you and available at the certificate link within the course within 7 business days.



9. I am receiving the message 'restricted' after I completed the course.

If you completed the course in its entirety, including the posttests and evaluation, and receive a "restricted" message, please allow for up to 7 business days for your certificate to be generated.

10. What if I forgot my username or password?

If you forgot your username or password, please submit an email to our IT team at:

cete-lms@osu.edu

11. Who can I contact for help with other technical issues accessing or completing the program?

For all technical questions, please submit an email to our IT team at: cete-lms@osu.edu

12. Who can I contact with questions about the program and resources provided?

For questions about course content, including resources mentioned in the course and in the resource section, please contact an Information Resource Specialist at The Leukemia & Lymphoma Society by phone: 1-800-955-4572 or email: infocenter@lls.org