



## Medical Aspects of Child Abuse for the MDT eLearning Portal Assistance

### **What technical recommendations are there for my computer?**

For Windows Computers, we recommend that you run at least Windows 7 or newer. For Macs we recommend that you run at least OSX 10.10 (Yosemite) or newer. You also need the ability to open pop-up windows and download PDF files.

### **What browser should I be using?**

We recommend that you use either Google Chrome, Internet Explorer 10 or higher, Firefox, and/or Safari with Flash enabled. The eLearning Portal does not always function optimally with other browsers and we cannot guarantee that features will work as expected. Please consult with your employer on how to download one of the above named browsers.

### **Where do I access required course materials?**

All resources are posted within each lesson. Please make sure to download all resources you'd like to keep.

### **You passed the last knowledge check, but there is no check mark on the lesson you just completed.**

The eLearning Portal updates in the background every 3 minutes, resulting in some students experiencing a delay in their progress being reported. In the case you experience this delay take the following actions:

- First, refresh your Internet Browser.
- If that does not resolve the barrier, clear your Browser Cache, refresh again.
- Lastly, if all else fails, close the Internet Window and restart your computer.
- Still having trouble, contact Midwest Regional CAC Staff!

### **You are experiencing difficulties accessing resources and/or viewing the course lessons.**

Remember we are here to support you along the way. Please do not hesitate to reach out to our staff directly at any time for assistance.

### **Technical Support with the eLearning Portal:**

Kia Kehrer

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