

# Professional Development Center FAQ

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## How do I access my educational activities?

- Once you have purchased an educational activity, click to the link above to access the Professional Development Center. Your courses will be available on the Dashboard and in your My Learning Tab. Once there you can click on the course name to view the different modules. You can also click Launch and the course will open in a new window.

## How do I view and print my certificates?

- All certificates earned in the Professional Development Center will automatically be added to your "Grades" tab under "My Learning". Select 'Certificate', found under the name of each product. Once open, you will be able to download and/or print each Certificate.

## How do I keep track of my contact hours?

- All contact hours received from Professional Development Center-based products will automatically be added to your "Credits" tab under "My Learning". You can also add contact hours from other educational offerings (e.g. conferences, presentations, etc.) for personal tracking purposes. You simply go to the "Add CE Activity" link in the "Credits" tab. You can add a description and the number of contact hours. You will not be able to upload any documents.

## I've completed the activity, but can't find the evaluation. Where do I locate it?

- Once a product activity (recording or module) has been completed, the evaluation will populate along the left-side menu options. If the evaluation listing does not do so automatically, then you can generate it by selecting the 'Refresh' button found along the top of the menu.

## How do I search for educational activities?

- You can find new courses on the Professional Development website or under the Course Catalog tab, once you are logged in to the Professional Development Center. Here you can search for the name of the course, narrow down course options by selecting topic areas, or search by keywords.

## What does the "End Date" column in My Learning mean?

- This is the date that products will be pulled from your "My Learning" profile as well as from the Professional Development Center catalog. This is so we do not provide a product with expired contact hours.

### **What installments do I need on my computer to view a live webinar?**

- You will need to have GoToWebinar downloaded onto your computer. When you click the link for the live webinar, it will prompt you to launch the application. If this prompt does not appear, then you will need to follow the instructions to download the platform. After you launch the application, the GoToWebinar dashboard should populate as well as the viewing screen.

### **I was interrupted while I was watching a recorded webinar and had to close the window. When I launch it again will the video pick up where I left off?**

- No – the video will start from the beginning, however, you can fast forward to where you left off. When you go to launch the recording you will notice a “Time” column that will show you how much of the webinar you have completed. Simply move the recording to this time to pick up where you left off.

## **Technical Specifications**

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### **Browsers that support The Professional Development Center**

- Internet Explorer: supported on IE 7 and up (although, please note that Microsoft has itself warned against versions older than IE 8.0)
- Mozilla Firefox: most recent 2 public versions
- Google Chrome and Safari: most recent 2 public versions

### **Operating Systems and Devices that support The Professional Development Center**

- Windows versions XP and above
- Mac OS X 10.5 (Leopard) and above
- Active support for the 2 most recent public versions of Android and iOS device platforms

### **Connection Speed**

Connection speeds from standard broadband access will improve the learning experience within courseware itself.

### **Plug-Ins, Add-on Components, and Multimedia Support**

There are no required downloads for The Professional Development Center; however, courseware and learning material requirements vary and will depend on the content itself and its publisher's requirements. It is our experience that most e-learning courseware typically requires specific plug-ins such as Adobe Flash to view multimedia.