

Technical Requirements & FAQs

I. GENERAL

A **broadband Internet connection is required** due to the inclusion of audio and video. At times you may need to wait a moment for a screen to fully load.

Enable PopUps (Internet Explorer users: you may need to also hold CTRL+ ALT while clicking the training link). [View instructions on how to enable Pop-Ups.](#)

Enable Cookies if you've disabled them. [View instructions on how to enable Cookies.](#)

Modules require [Flash](#). Please click on this link to download [Flash](#).

Modules include sound, therefore you need **headphones or speakers**.

Recommended browsers: recent Google Chrome, recent Mozilla Firefox, Safari 6, Internet Explorer 11.

If you've checked the above items and are still having difficulties contact help@veipd.org.

II. FREQUENTLY ASKED QUESTIONS (FAQs)

I did not receive the confirmation email within 5 hours when I registered for the eLearning Center site. What should I do?

Please send an email to help@veipd.org.

I do not remember my password. What should I do?

Click on the "lost password?" link (on the Login page) and follow the instructions to recover your password.

How do I access and print a certificate?

Return to the module you completed and click on the certificate icon. If you passed the module with a score of at least 80%, the certificate will be available to you as a downloadable pdf.

What if a module will not open?

Make sure you are using one of the recommended browsers: recent Google Chrome, recent Mozilla Firefox, Safari 6, Internet Explorer 11.

If you are using a recommended browser and the module still does not open, please send an email to help@veipd.org.