

## IHSA's eLearning Catalogue

### Frequently Asked Questions

These Frequently Asked Questions only apply to the following eLearning courses

- COR™ Essentials
- COR™ Internal Auditor
- Basic Auditing Principles
- Introduction to Hazard & Risk Management
- Health & Safety Representative

#### Frequently Asked Questions

1. Which web browsers are recommended for viewing my eLearning course?
2. Can I use my IHSA account to purchase eLearning courses?
3. What methods of payment can I use to purchase eLearning course?
4. How do I create an IHSA eLearning account?
5. How do I purchase a course?
6. Will I need to complete a test?
7. How many attempts can I have for the test?
8. Can I pause progress with my eLearning course and return at a later time?
9. Can I pause the test and return at a later time to complete it?
10. What do I do if my courses are not loading and the website is not working?
11. How long can I take to complete the program once I've started?
12. When I purchase a course do I have to start it right away?
13. Does IHSA issue a refund for eLearning courses?
14. How long does it take to process a refund?
15. I purchased the wrong course. Can I switch to another program?
16. Can I purchase a course for someone else within my organization?
17. Can I purchase for multiple people.
18. How can I transfer my enrollment to another individual within my organization?
19. When will I receive my training certificate (record of training)?
20. How do I access my eLearning training history?
21. How do I contact help and support?
22. How do I recover my password?
23. How do I change my password?
24. Do I need any additional resources to complete an eLearning course?

**1. Which web browsers are recommended for viewing my eLearning course?**

IHSA recommends using Google Chrome or Firefox for viewing your eLearning course.

**2. Can I use my IHSA account to purchase eLearning courses?**

No. Your IHSA eLearning account is different than your IHSA account.

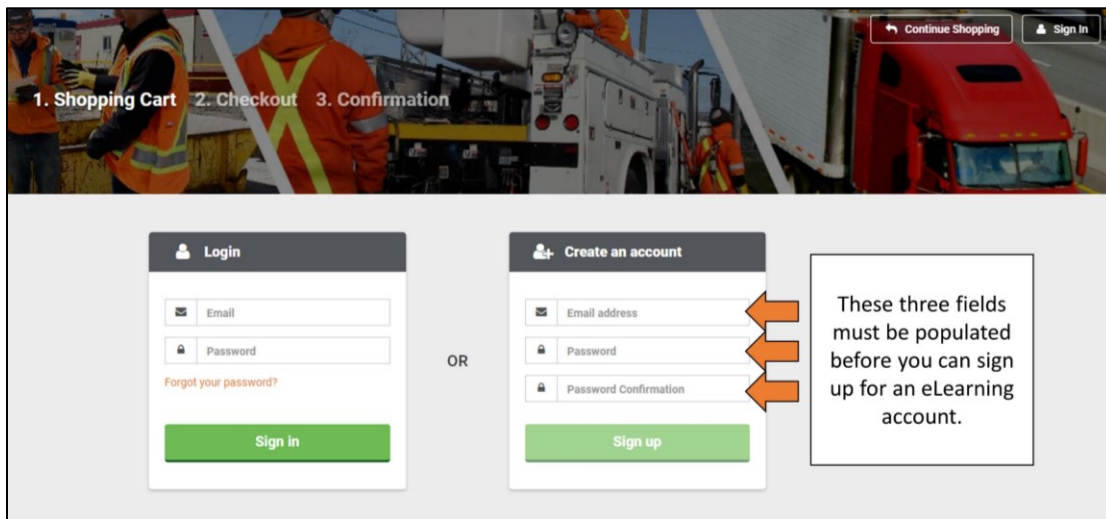
**3. What methods of payment can I use to purchase eLearning course?**

IHSA eLearning accepts Visa, MasterCard and American Express.

**4. How do I create an IHSA eLearning account?**

You can create an IHSA eLearning account the first time you purchase a [selected course](#).

- a. Visit [www.ihsa.ca](http://www.ihsa.ca) and select the eLearning tab at the top of the window.
- b. Review IHSA's listing of COR or Health & Safety Representative eLearning courses and select the course you would like to purchase.
- c. A new window will open. Review the details page and add the course to your cart.
- d. Proceed to checkout. "Create an account" by entering your email address and select a password. Click "Sign up". These three fields must be populated before you click "Sign Up".
- e. You will receive an email with a link (check your junk mail). Open the link provided in the email.
- f. A new window will open. Enter your:
  - a. first and last name as you would like to it appear on your training certificate,
  - b. company name,
  - c. company postal code and
  - d. phone number.
- g. Click "Save". Your account has been created.



The screenshot shows the checkout process with three steps: 1. Shopping Cart, 2. Checkout, and 3. Confirmation. The 'Create an account' form is highlighted, showing fields for Email address, Password, and Password Confirmation. A text box indicates that these three fields must be populated before signing up for an eLearning account.

1. Shopping Cart 2. Checkout 3. Confirmation

Continue Shopping Sign In

OR

These three fields must be populated before you can sign up for an eLearning account.

**5. How do I purchase a course?**

Visit IHSA's [eLearning webpage](#). Review the following list of courses and select "More Details".

- COR™ Essentials
- Basic Auditing Principles
- COR™ Internal Auditor
- Introduction to Hazard & Risk Management
- Health and Safety Representative

A new window will open. Review the details for this course and select "Add to Cart".

The course will be added to your cart (top right of screen). Select "Proceed to checkout". If you are not signed into your eLearning account, enter your login information. Otherwise, if you do not already have an IHSA eLearning account, you can create one.

The course will appear in your cart. Select "Next Step: Checkout".

Enter payment information.

You will receive an email confirming your enrollment in the course. The course will also appear in your eLearning Dashboard.

**6. Will I need to complete a test?**

To receive a certificate (record of training), you will need complete a test.

**7. How many attempts can I have for the test?**

Learners will have a specific number of attempts to pass a test. The number of attempts will be indicated on the description page for each course. After the maximum number of attempts have been reached, you will not receive a certificate and will be required to re-purchase the course.

**8. Can I pause progress with my eLearning course and return at a later time?**

Yes. Whenever you end partway through a course, you will restart from that point in the course when you return at a later time.

**9. Can I pause the test and return at a later time to complete it?**

No. Once you begin the test you must complete it and cannot return at a later time.

**10. What do I do if my courses are not loading and the website is not working?**

If you are experiencing difficulties loading a course or accessing your account, try the following.

- a. Ensure you have an adequate internet connection.
- b. Try opening the courses in a different website browser. IHSA recommends you use Google Chrome or Firefox web browsers.
- c. Ensure that Flash is enabled on your browser settings.

If you continue to experience issues contact IHSA at 1-800-263-5024 or [customerservice@ihsa.ca](mailto:customerservice@ihsa.ca)

**11. How long can I take to complete the program once I've started?**

You will have 30 days to complete the program from the time you purchase it. After 30 days, you will no longer have access to the course.

**12. When I purchase a course do I have to start it right away?**

No. You can begin a course at any time after purchasing it, as long as it is completed 30 days from the time of enrollment.

**13. Does IHSA issue a refund for eLearning courses?**

IHSA will issue a full or partial refund for any course that has not been started within 14 days of purchase.

Contact IHSA at 1-800-263-5024 and please be prepared to provide the following information:

- Customer Name
- Customer email
- Course title
- Date of purchase
- Refund amount request
- Reason for refund

**14. How long does it take to process a refund?**

Refunds may take up to 14 days to show in your account.

**15. I purchased the wrong course. Can I switch to another program?**

If you purchased the wrong course, IHSA will issue you a refund as long as the request is made within 14 days of purchase **and** you have not started the course. You will have to repurchase the correct course after the refund is executed.

**16. Can I purchase a course for someone else within my organization?**

The person whose name will appear on the Record of Training must create an account. The person who creates the eLearning account will be the one whose name will appear on the certificate (record of training).

**17. Can I purchase for multiple people.**

No. All Learners must purchase their own eLearning courses within their own account.

**18. How can I transfer my enrollment to another individual within my organization?**

If you would like to transfer your enrollment to another individual within your organization, please contact IHSA and provide the following details:

- a. Original learner email address
- b. Original learner first and last name
- c. Learner company
- d. Name of course
- e. First and last name of learner to be enrolled
- f. Email address of learner to be enrolled

IHSA can transfer an enrollment to another individual as long as the course has not started and the new learner is part of the same company.

**19. When will I receive my training certificate (record of training)?**

You will receive your training certificate immediately after successful completion of the eLearning course and final test. You can access your certificate (record of training) in two ways

- Upon completion of the test you will be able to download your certificate, and
- Upon successful completion of the final test, you can log into your Dashboard and retrieve the certificate under Completed courses.

**20. How do I access my eLearning training history?**

Log into your eLearning account and choose Dashboard.

At the top right of your screen you can select “Download Training History”. You can save this .pdf file to your computer and print it at any time.

Your course history report will provide details about

- i. Course name
- ii. Status
- iii. Date of enrollment
- iv. Date completed
- v. Score
- vi. Pass/Fail

Within your dashboard, you can also view pass/fail status, score and date of completion for each course you have completed.

**21. How do I contact help and support?**

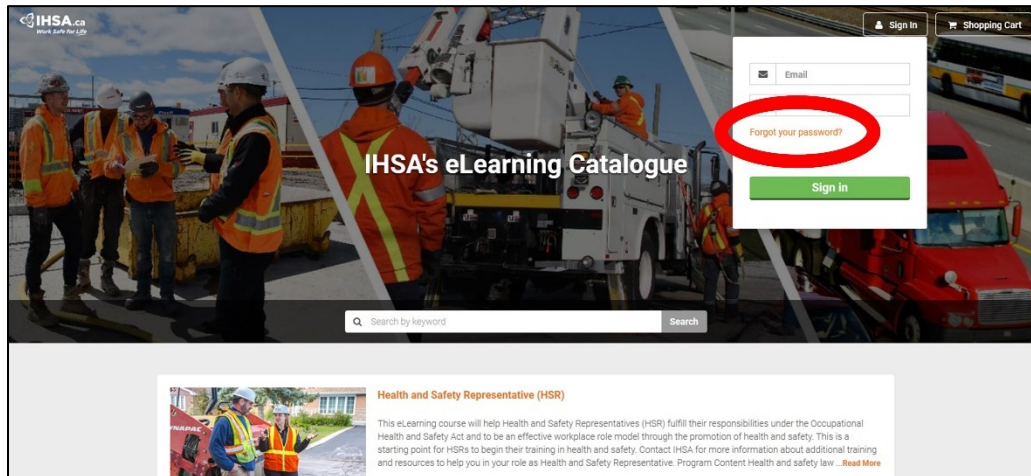
To contact IHSA support

- Toll Free: 1-800-263-5024
- Email: [customerservice@ihsa.ca](mailto:customerservice@ihsa.ca)

## 22. How do I recover my password?

Log into your [eLearning account](#). Select the Sign In button at the top-right of the screen. In the pop-up window select “Forgot Your Password?”. Enter your email address in the pop-up window that appears.

Enter your email on the next page. Check your email (and junk email). Open the link and enter a new password. Select “Change my password”. Your new password will now be active allowing you to access your account.



## 23. How do I change my password?

Log into your [eLearning account](#).

At the top right of your screen an icon will appear with your initials. Click on this icon and select “View My Profile”.

On the next screen, select “Change Password” (left side of screen).

Enter your current password and your new password.

Click “Save” to activate your new password.

## 24. Do I need any additional resources to complete an eLearning course?

No. All resources needed to complete IHSA’s eLearning courses are available in the resource tab of your course window.