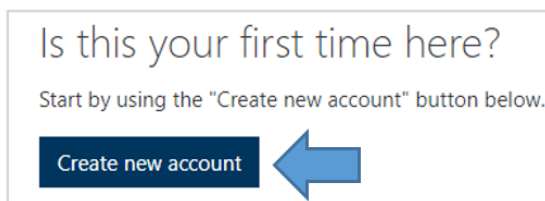


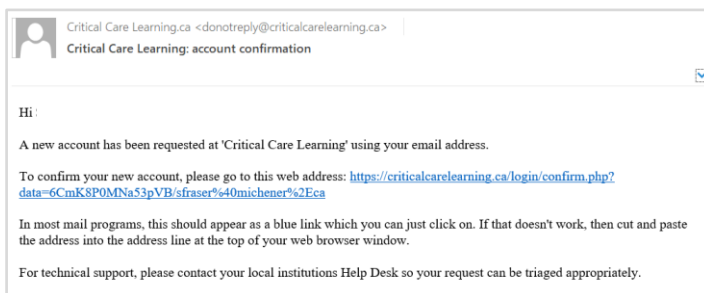
Technical Support: Frequently Asked Questions

How do I create a new account and access COVID Care Learning resources?

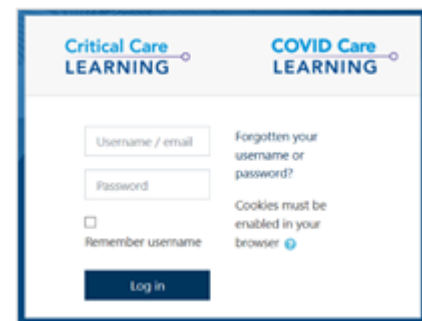
1. On the main login screen, click **Create new account**.



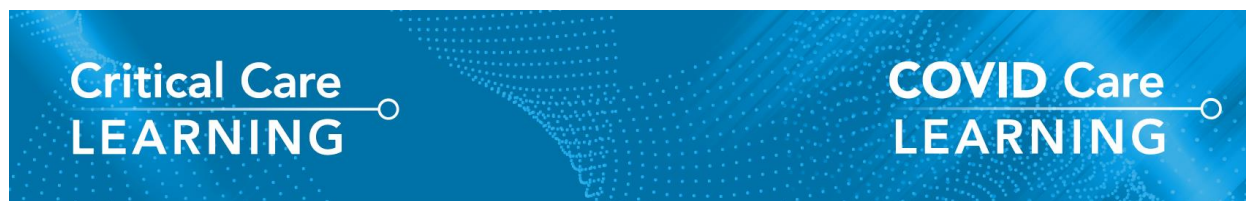
2. Complete the new account registration form.
 - ✓ It is recommended that you use your work/institutional email, if available.
3. Enter the access code provided by your hospital organization, long-term care facility, professional association, or other source.
 - ✓ Type the access code in. Do not copy and paste the access code as this could result in additional spaces and an invalid access code.
4. Wait for your email confirmation from donotreply@criticalcarelearning.ca with subject line "Critical Care Learning: account confirmation".
5. Confirm your account by clicking the link in the confirmation email. Proceed to login using the email address and password you registered with.



Account Confirmation Email



Login Screen



What should I do if I do not receive a confirmation email?

Follow the below steps if you did not receive an email confirmation after registering:

1. Double check your junk/spam filters for an email from donotreply@criticalcarelearning.ca with the subject line "Critical Care Learning: account confirmation".
2. If you have registered with your organizational email address and did not receive a confirmation email, please reach out to your organization's helpdesk. They may need to add donotreply@criticalcarelearning.ca to their approved sender list.

I forgot my username and/or password. How do I reset it?

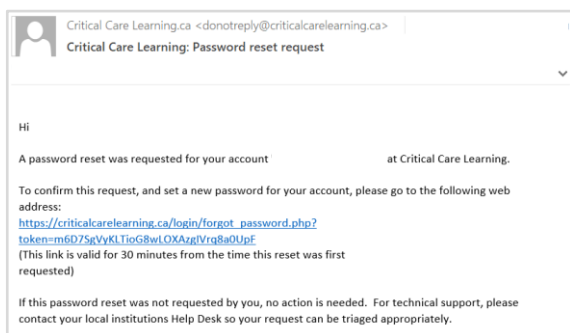
1. On the main login screen click *Forgotten your username or password?*

 A screenshot of the main login screen. It has two input fields: "Username / email" and "Password". Below the "Username / email" field is a checkbox labeled "Remember username". At the bottom is a "Log in" button. To the right of the input fields, there is a link "Forgotten your username or password?" and a message "Cookies must be enabled in your browser" with a question mark icon. A blue arrow points to the "Forgotten your username or password?" link.

2. Enter the email address you used to register.

 A screenshot of the "Search by email address" form. It has a label "Email address" and an input field. Below the input field is a "Search" button. A blue arrow points to the input field.

3. An email will be sent to your account with a link. Click the link and create your new password.



Forgot Password Email

 A screenshot of the "Set Password Screen". It has a breadcrumb trail: "Home > Log in > Forgotten password". Below it is the text "Please enter your new password below, then save changes." and the heading "Set password". There are three input fields: "Username", "New password", and "New password (again)". The "New password" and "New password (again)" fields have red error icons. Below the input fields are "Save changes" and "Cancel" buttons. At the bottom, it says "There are required fields in this form marked with a red dot icon." A blue arrow points to the "New password" field.

Set Password Screen

Where can I obtain an access code if I do not have one?

The access code may have been circulated to you by email from your local hospital organization, long-term care facility, professional association, or other source. Please follow-up with any of these organizations to obtain the access code.

What browser should I use to access the website and its resources?

We recommend you use the latest versions of Chrome (Desktop and Mobile), Firefox, Safari (Desktop and Mobile), and Edge. We **do not** recommend using Internet Explorer.

Please note:

- There are known compatibility issues with Internet Explorer 10 and below, Safari 7 and below.
- A mobile app is not available, however it is mobile responsive and can be accessed via web browser.
- Some of the learning materials contain audio. Please have a headset or your computer speakers turned on.

Why have I been automatically logged out of my account?

The system will automatically logout after some inactivity time for security purposes. Please login again.