



FOCUS ON INTEGRATED TREATMENT DISTANCE LEARNING COURSE FREQUENTLY ASKED QUESTIONS

Question	Answer
How do I obtain information about the course?	Visit hazelden.org/fit . If you still need more information about course content, select the Course Syllabus link under the Courses tab.
How long will it take to complete the collection?	This will vary by learner. On average, each module will take approximately 60 minutes to complete.
Are the courses self-paced or are they offered at specific times?	The courses are self-paced and available 24/7. If you stop midway through a course, the system will bookmark where you left off and you will return to that same location when you restart the course.
What form of payment do you accept?	We accept VISA, MasterCard, Discover, and American Express. If you are using a purchase order, contact Hazelden Publishing at 800-328-9000 or 651-213-4200 or email customersupport@hazelden.org .
What is the refund policy for courses?	Once distance learning courses are purchased, refunds are not available. We recommend that, prior to purchase, learners select the Collection Objectives link under the Courses tab. Print and share that course information with your local certifying body to ensure the course you are purchasing will receive continuing education hours you expect.
Are there discounts for bulk purchases of courses?	<p>Bulk purchases of \$10,000-\$19,999 are eligible for a 10% discount \$20,000-\$29,999 – 15% discount Over \$30,000 – 20% discount No further discounts apply</p> <p>If you plan on purchasing at least \$10,000 worth of courses, please contact your Hazelden sales representative at 800-328-9000 to secure your discount.</p>
Who do I contact if I have other course or payment questions?	Call Hazelden Publishing at 800-328-9000 or 651-213-4200 between the hours of 8:00 a.m. and 4:30 p.m. CT or email customersupport@hazelden.org .

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What are the system requirements?	<p>Minimum PC Specifications:</p> <ul style="list-style-type: none"> - Operating system: MS Windows 2000/XP and Mac OS 10.5 - Browser: Internet Explorer 6.0, Mac Safari 3.2.1 and Mac Firefox 3.0.1 - Processor: 733 MHz or higher - RAM: 256 MB RAM - Connectivity: 128K or higher - Color: 16-bit color - Plug Ins: Flash Player 8.0 or higher - Screen resolution: 1024 x 728 pixels - Sound Card: Available - Hard Drive Space: 500 MB free disk space - Pop up blockers have been turned off
How do I turn off pop up blockers?	<p>From the Tools menu, select Pop-up Blocker and From the Tools menu, select Pop-up Blocker and perform the following:</p> <ol style="list-style-type: none"> 1. Turn off Pop-up Blocker or ask your IT department to add an exception to your Privacy site list 2. Click the Privacy tab and select sites; then allow https://rfmh.csod.com/client/rfmh/default.aspx 3. Close Internet Options 4. Right-click on the File menu or select View Toolbars 5. Uncheck everything except Standard Buttons, Address Bar, Links, and Lock the Toolbars <p>Google and Yahoo toolbars may have pop-up blockers inside them.</p> <p>If you have an issue with pop-up blockers and have disabled them on your workstation, you may need to press and hold down the CTRL key on your keyboard while clicking on the course link to override the pop-up blockers.</p> <p>Your pop-up blocker may be preventing the system from displaying the course. Check to make sure that you have disabled pop-up blockers for this site.</p>

Question	Answer
How soon will I receive my user name and password?	You will receive an email with 5 to 7 business days after your date of purchase. With your log-in information, you will receive step-by-step instructions for beginning your interactive coursework.
My password doesn't work.	Please note that passwords are case sensitive. Check to make sure that the Caps Lock key is not on. If you continue to have difficulty, select the Forgot your password? link and a new, randomly-generated password will be sent to you via e-mail.
What if I forget my password and/or user name?	<p>If you have forgotten your password, select the Forgot your password? link and a new, randomly-generated password will be sent to you via e-mail.</p> <p>If you have forgotten your user name, select the Forgot username? link and follow the instructions. Please note: Support is not available on holidays.</p>
I am not receiving an e-mail when I register for a course.	Check that you entered your e-mail address correctly. Sign in to your account and verify or correct your e-mail address. If you use a filter to screen incoming e-mail, your system may be blocking the e-mail from reaching your inbox. Check your bulk mail or spam folder to see if the email message is there.
When I click on the course, all I see is a blank window.	<p>Check the following items and verify that your computer settings are appropriate:</p> <ul style="list-style-type: none"> - Internet Options - Firewalls - Java Settings - Adobe Flash and/or Shockwave Player <p>Refer to the Help menu on the website or the System Requirements in this FAQ.</p>
What if I have trouble loading a course or a course takes too long to download?	<p>Streaming video and high-resolution graphics typically require longer download times and higher bandwidth to operate effectively.</p> <p>Check with your IT department to make sure your system is able to handle the videos and graphics within the course.</p>

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Can a group of people take a course together?	Yes. This collection of modules could be used as an in-service for staff professional development. However, at the completion of each module within the collection, each individual staff person will need to log in to the course using their own unique user name and password to complete the test. At the successful completion of the full collection, each individual staff person will receive a certificate of completion.
In the middle of a module, there are chances to practice what I have learned. Does my supervisor or anyone else know if I get any of those practice questions wrong?	No. The computer does not track what you get right or wrong during the practice sessions.
When I take the test at the end of a module, will my supervisor or anyone else know if I don't pass it one or more times?	No. If you do not pass the test, the only thing your supervisor (or anyone else) will see is that the module is "in progress." Once you have passed the test, it will show as "completed." There is no record of how many times needed to successfully complete a module.
If I can't complete the module in one sitting, do I have to begin the module all over?	No. The system will remember where you left off and will start at the same location. You also have the option of going back to previous sections within the module to review before moving forward.
What is required for me to receive my certificate of completion?	Taking the test at the end of each module is necessary. You must pass each module with an 80% or better passing rate. The system will compile your scores for each module and, at the end of the collection, will generate a certificate of completion.
How do I print my certificate of completion?	To access and print your certificate of completion, log in to your learner account. Select the Learning tab. Select the View Your Transcript tab. Select the curriculum for which you would like a certificate of completion. The "Training Details" screen will appear. Click on Print Certificate.

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<p>I have completed the course, but the status still shows as “Not Attempted.” Or, I have completed the course, but the status shows as “Incomplete.”</p>	<p>If a test is required for completion, ensure you have completed the test. Be sure you click the Exit button when you leave a course. Finally, if you have done all of this and the course is still not marked as “Complete,” refresh your transcript by clicking on the “Learning” tab.</p> <p>If these options do not work, contact the Center for Practice Innovations at Columbia Psychiatry help desk at cpihelp@nyspi.columbia.edu or call 888-535-9494.</p> <p>Support is available Monday through Friday between 9 a.m. and 5 p.m. ET. Support is not available during holidays.</p>
<p>Where can I learn more about Hazelden’s other distance learning courses?</p>	<p>Visit our Online Learning Web site or call your dedicated Hazelden sales manager at 800-328-9000.</p>
<p>Who do I contact if I have other technical support questions?</p>	<p>Please contact the Center for Practice Innovations at Columbia Psychiatry help desk at cpihelp@nyspi.columbia.edu or call 888-535-9494.</p> <p>Support is available Monday through Friday between 9 a.m. and 5 p.m. ET. Support is not available during holidays.</p>
<p>Where can I learn about Hazelden’s other professional resources?</p>	<p>For information on Hazelden’s recovery services, live events, publishing resources, Master of Arts or Certificate in Addiction Counseling programs, or Hazelden’s Professionals in Residence programs, visit hazelden.org.</p>
<p>I have administrator privileges but cannot access my learner records.</p>	<p>Please contact the Center for Practice Innovations at Columbia Psychiatry help desk at cpihelp@nyspi.columbia.edu or call 888-535-9494.</p> <p>Support is available Monday through Friday between 9 a.m. and 5 p.m. ET. Support is not available during holidays.</p>
<p>I had administrator privileges set up but don’t remember how to access my organizational information.</p>	<p>Please contact the Center for Practice Innovations at Columbia Psychiatry help desk at cpihelp@nyspi.columbia.edu or call 888-535-9494.</p> <p>Support is available Monday through Friday between 9 a.m. and 5 p.m. ET. Support is not available during holidays.</p>