



Health Literacy Specialist Certificate Program

1. General Issues

Where can I find the Certificate Program home page, including discount codes and offers?

<https://www.healthliteracysolutions.org/learning-lab/certificate-program>

Where can I find the Certificate Program General FAQ?

<https://www.healthliteracysolutions.org/learning-lab/certificate-program-faq>

How do I get to each of the individual modules?

From the Certificate program home page found [here](#), click on the individual links to each of the modules. Your browser will open a new window to the learning management system.

Otherwise, click on the links below:

- [Complete 7 Micro-credential package](#)
- [Language, Culture, & Diversity](#)
- [Ethics](#)
- [Communication](#)
- [Community Engagement](#)
- [Public Health](#)
- [Education](#)
- [Organizational System & Policies](#)

2. Logging In

Do I need to create an account to the learning management system? Can I use my Health Literacy Solutions Center login?

The learning management system is an independent platform and website requiring you to create a new account to login, purchase, and take the courses. Your Health Literacy Solution Center login will **not** work on this site.

How do I create an account on the learning management system?

Create an account by visiting this link, <https://learn.healthliteracysolutions.org/register>.

How can I find the login page?

Click on the red login button at the top of IHA's learning management system, here: <https://learn.healthliteracysolutions.org/>.

LOGIN

PLEASE LOG IN

Email:

Password:

[Forgot your password?](#)

Log In

Create Account



I forgot my password or can't login.

Reset your password using this link, <https://learn.healthliteracysolutions.org/password/forgot>.

I can't find or am not receiving the password reset email.

There are several things that could cause you to not receive the password reset email:

- The email went to your spam folder.
- Your organization's spam filter blocked the message before reaching your inbox.
- You don't have an account on the learning management system. **Your Health Literacy Solutions Center login is different and cannot be used here.**

Contact your email admin and provide them with the following to help track down your message: The sender of the password reset email is "IHA Learning Management System" at learn.healthliteracysolutions.org@mailgun.commpartners.com.

3. Registration, Purchasing, and Discount Codes

I want to purchase the entire package or just a single course.

To purchase the complete package or a single course, do the following:

1. Login to IHA's Learning Management System, [here](#). If you don't have an account, click [here](#) to create one.
2. Visit the complete package or micro-credential page you want to register for. Use the links above in the General Issues section.
3. Click on the green **Register** button.
4. Click on **Complete Registration Now** button.
5. At your shopping cart, you may apply a discount code by typing it in the appropriate text box. Click **Apply Discount**.
6. Fill out the **Payment Info** section with your billing and credit card information.
7. If paying by check, click on the **Payment Method** pull down and select **Check**.
8. Take note of the message about an incomplete order until payment is received.
9. Click on the green **Place My Order** button.

Register

Already registered?
Log in to access.

Log In

Create Account

Registration Options:

Cancel Add to Cart and Complete Registration Later

Complete Registration Now

YOUR CART			
Product	Actions	Original price	Final price
HL Micro-Credential: Community Engagement	Remove	\$200	\$200
Discount Code: <input type="text"/>			
Apply Discount <small>(Leave blank if you don't have a discount code)</small>			
Total:		\$200	\$200

Place My Order

I clicked, "Add to Cart and Complete Registration Later".

When you're ready to complete your purchase, do the following:

1. Login to IHA's Learning Management System, [here](#).
2. On the menu, click on **Cart (# items)**.
3. Follow the purchase instructions above to complete your purchase.

Cart (0 items)



My discount code isn't working.

Make sure the code is entered properly. Otherwise, depending on the discount code, they may be multi-use or may be used only a single time.

If your code is obtained off a website, most likely the code has expired or has reached its useable limit.

If your code or codes were issued to your organization, chances are they have been used already by someone in your organization. Organizational sets of codes are usually single use. Please check with your coordinator for code distribution within your organization.

The learning management system will provide a reasonable descriptive explanation why the code is invalid.

4. Technical Issues and Recommendations

What browser do you recommend?

Cadmiun's Elevate, our learning management system, recommends the following:

- Use of the [Chrome](#) browser. Be sure your browser has all the latest updates installed.
- Disable any popup blockers.
- Setting your screen resolution to 1024 x 768 or higher.

To check Internet and cookie security settings and disable pop-up blockers, please visit their recommended settings page, [here](#).

Be sure to check with your organization's admins. Highly secured and locked down computing environments can cause problems receiving emails and interfere with the proper function of our courses on this platform.

Why does the course show as "Completed" even if I haven't actually completed the course?

The learning management system will mark the course as "Complete" after opening the course for the first time. This is normal and does not interfere with course function. Your progress through the course is saved as activities are performed. Be sure to properly exit the course using the **Exit** link at the top right-hand side of the pop-up course window.

Why isn't my progress saved?

As you progress through the course, your spot is automatically saved. While most users don't have an issue with this, a small group of users experience problems with losing their place and are forced to start over. Be sure to complete all activities and to properly exit the course by using the **Exit** link at the top right-hand side of the pop-up course window if you are returning to the course later.



If you are still having trouble with your progress not being saved, please see the section below, **"I've tried all the settings and I'm still having trouble"**.

I'm stuck inside the course and can't move forward.

Each course contains activities that must be performed by the user for navigational buttons to appear that allow forward progress. For example, a user must click on a picture to reveal a message, or the user must answer a short quiz, for a forward progress button to appear. Try redoing some of the activities immediately before the point where you can't move forward.

If you are still having trouble moving forward and getting stuck, please see the section below, **"I've tried all the settings and I'm still having trouble"**.

I open up the course and the pop-up says something about, "You are not authenticated, 403, Unknown, and, Access Forbidden"

"You Are Not Authenticated To Access This Content. Reason
{"Code":403,"Type":"Unknown","Message":"FORBIDDEN"}"

The scorm.com domain, which the Elevate Learning Management System uses to display our courses, uses a type of address verification to weed out potential security threats. If your organization uses a VPN and your IP address appears to be coming from a blacklisted VPN provider, you WILL receive this error message. Please have your IT department allow a normal public IP address for your computer to use. Regular Network Address Translation (NAT) is perfectly fine and not a problem unless the public IP address resides on a VPN.

I've tried all the settings and I'm still having trouble.

As a last resort, Elevate recommends clearing your browser's cache and cookies. Please refer to this technical support article, [here](#).

We apologize for the issues you are experiencing. Currently, we do not have certified solutions beyond the ones we covered. Initial findings related to not being able to move forward or saved progress, points to users' local computing environments as suspect, especially concerning locked-down educational and government organizations.

Apart from all the suggestions above, please try the following:

1. Try using a different browser.
2. Update your browser and computer operating system to the latest version.
3. Try using a different computer.
4. Try using your personal computer or device at home.
5. Try a different WIFI network.
6. Disable any web filters.
7. Do not use a VPN.



8. Try temporarily disabling your antivirus software.

As soon as we pinpoint more specific resolutions to severe problems, we will contact all users to offer solutions. Thank you.