

# 2017 EPCOR

# ELECTRONIC RESOURCES LICENSE

## FREQUENTLY ASKED QUESTIONS

**Q.** How many of our staff members can use the EPCOR Electronic Resources License? Is there a limit on the number of users we can have?

**A.** There is not a limit on who can use the License within your organization. However, you may not transfer or disseminate any of the materials to a third-party.

**Q.** How do I add users to our account/License?

**A.** If the user doesn't already have a valid EPCOR User Profile (Username & Password), he/she can create one by clicking "Create Account" at the top right-hand side of the site. Once EPCOR Member Support validates the account, the user will have access your License. To add 5 or more users to your account, please send [memserve@epcor.org](mailto:memserve@epcor.org) an Excel file containing each person's Name, Title and Email address. EPCOR Member Support will create the User Profiles for you and return the file back to you containing their login information.

**Q.** Can I register other users for the courses included in the License?

**A.** Yes. As long as the individual has a valid EPCOR User Profile you can register them for an included course. Simply choose 'Register Someone Else' when adding the course to your shopping cart. If the user does not have a profile please follow the steps listed above to create an account for the user.

**Q.** Can all of our employees access the License under one shared account?

**A.** It is best that each user accesses the License under their own unique log on and password for many reasons. First, the on-demand courses included in the license are designed for a single user. By signing in with their unique log on each user will be able to pause courses and then pick up where they left off. Secondly, it allows the user to keep track of their learning progress and completed courses. Also, only one certificate of completion can be awarded to each user per course.



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**Q.** What should I do if the course isn't loading?

**A.** Check your browser to see if you are in compatibility mode. Turn off compatibility mode and try loading the course again.

**Q.** What should I do if the course isn't advancing?

**A.** The on-demand courses are designed to have all objects and pop ups viewed before the user can move forward. Please verify that you have viewed and completed all required assignments before you try to advance forward in the course.

**Q.** I have completed the course, why isn't it showing up in the completed tab?

**A.** In order for the course to show in the completed tab users must complete all requirements of the course AND exit the course using the "exit button."

**Q.** What courses and publications/tools are included in the License?

**A.** There are more than 30 on-demand training courses and 19 publications/tools included in this year's Electronic Resources License. For a complete listing, please refer to the Education Tab of [www.epcor.org](http://www.epcor.org) or your *EPCOR Member Services Catalog*.

**Q.** How long does it normally take to complete one on-demand course or on-demand lecture?

**A.** On-demand courses are designed for the user to complete at their own pace. Most courses take anywhere from 30 minutes to two hours to complete when attempted in one sitting. On-demand lectures normally range from 30 minutes to one hour.

**Q.** When does our License expire?

**A.** The 2017 EPCOR Electronic Resources License is valid January 5 – December 31, 2017.



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