

# 2019 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 no 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 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 to 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 Logins 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 Username & Password you can register them for an included course or all the courses at one time by selecting the "Electronic Resources License" course. Simply choose "Register Someone Else" when adding the course to your shopping cart. If the user does not have an EPCOR Username & Password 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 Login for many reasons. First, the on-demand courses included in the License are designed for a single user. By signing in with their unique Login 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.** We purchased the Electronic Resources License course. Where can we access all of the On-Demand Courses?

**A.** Refer to the *Getting Started* document for steps on how to begin accessing the downloadable publications/tools and on-demand training. Once you have completed your initial registration in the online store, all of the courses can be accessed at <https://www.pathlms.com/epcor> or in the EPCOR Knowledge Community/Electronic Resources License community ([community.epcor.org](https://community.epcor.org)).

**Q.** What should I do if the course isn't loading or I received an error message during the course?

**A.** Contact your IT Department and ask for the following websites to be whitelisted:  
For audio/video presentations, unblock wistia.com, for slide-only presentations with no audio or video, unblock filestack.com

**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. You may also check to make sure pop-up blockers are disabled.

**Q.** How can I see what courses I've completed?

**A.** When you are logged into the Learning Management System (LMS) site ([www.pathlms.com/epcor](https://www.pathlms.com/epcor)), click on your name in the upper right-hand corner of the webpage. Under *My Activity*, you will see your *Purchased Content*, *Courses* and *External activity*. Under the *Courses* tab, you will see your course progress.

**Q.** How can I obtain a list of what courses my staff have completed?

**A.** Contact Member Support at [memserve@epcor.org](mailto:memserve@epcor.org) for a list of completed courses for any staff at your organization.



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

**A.** There are more than 30 on-demand training courses and more than 20 publications/tools included in this year's Electronic Resources License. New courses and publications/tools will be added throughout the year and announced via e-mail or our *News You Can Use* e-newsletter.

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

**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, and series courses should only take 15-20 minutes.

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

**A.** The 2019 EPCOR Electronic Resources License is valid January 8 – December 31, 2019.

**Q.** Can I upload the courses to our internal Learning Management System?

**A.** Yes, if you would prefer to upload courses to your own LMS, that is something that we can accommodate. Please contact Member Support at [memserve@epcor.org](mailto:memserve@epcor.org).

**IF YOU HAVE ADDITIONAL QUESTIONS, PLEASE CONTACT  
MEMBER SUPPORT BY EMAIL AT [MEMSERVE@EPCOR.ORG](mailto:MEMSERVE@EPCOR.ORG)  
OR BY PHONE AT 800.500.0100.**



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