Frequently asked question (FAQ)

Profiles and Accounts

**How do I get a login for the Medair learning site?**

Click on *Register* under the Course Log in Box

**I forgot my password, how can I reset it?**

Visit the *Courses* page, and click *Reset Password* on the right. An email will be sent to you with a new password.

**How can I change my password?**

After logging in, click on the *User Profile* button on the top right, this will give you options to change your personal settings including your password.

**How can I change the language?**

Log in to your account, click *Edit my profile*, then *User Preferences* and select your language. The menu will be displayed in the language of your choice.

Technical Support

**What Internet Browser is the best to use for this site?**

Please use Internet Explorer version 6 or later, Firefox or Google Chrome. Please note though that Google Chrome no longer supports Java, which some courses require.

**What are the minimum requirements my computer will need to run this site?**

You can check your system by visiting the [minimum requirements](#) page.

**Why does the course keep stating "Loading, please wait", but doesn't load?**

There are several reasons a course may not load. First, make sure your pop-up blocker is disabled. Next, make sure you do not close any of the pop-ups or navigate away from the site. If the course still does not load, try to use a different web browser. Finally, make sure you have the most up-to-date version of Java installed. If you continue to experience difficulty, contact [learningsupport@medair.org](mailto:learningsupport@medair.org)
Courses

How do I enroll in a Learning course?

Once you are logged in, click on the Learning Center tab, you will then see a link to browse or search course. Click on the course you would like to register for it will show an Enroll button that you can use to register for the course.

What are "Learning Programs"?

When you register for a learning program you are registering for multiple online courses with a single click.

How much do online courses cost?

Some courses have a small charge. However if this course is relevant for your work, the cost will be paid for by Medair.

How long do the courses take?

This information is available for some courses but not all. When you click on the course, if the information is available, it will be shown on the enrollment page. Times vary from course to course, but all are flexible in that you can return to where you last left off and move at your own personal pace. Some courses provided will insist that you move at a certain pace, but all this information will be given to you when you open the course details.

Can I resume a course where I left off?

Many courses offer the option to save your location within a course and return to it later. If you wish to resume a course later on, click the Bookmark icon within a course and your current location will be saved. The next time you login and access that course, you will be returned to your bookmarked location.