DAY NURSERY INFECTION PREVENTION AND CONTROL (IPAC) ONLINE LEARNING MODULE –TECHNICAL INSTRUCTIONS

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Adjust screen to native resolution

For the module to be viewed fully on the screen, your native resolution of your screen must be set.

Steps to set native resolution:

1. Right click on you desktop.
2. Select "Properties".
3. Select the "Settings" tab.
4. Select the screen which you would like to view the module on.
4. Adjust the slider to the maximum allowed resolution for the selected screen.
5. Click on OK.

Now your screen is set to its maximum (native) resolution and you will be able to see the complete module.
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Audio & Closed Captioning

Please be sure to have speakers or a headset ready as the course is narrated through out. There is also a closed captioning option that may be used if preferred.
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Certificate of Completion

You must achieve 100% on the post-test in order to receive a certificate of completion.
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How to Print and Save Your Certificate

- In order to view your certificate, ensure that your pop-up blocker has been set to allow for "pop-ups" from this site. If not, a message at the top of the window may indicate that pop ups have been blocked
- Once you view your certificate, you have the option to print or save it directly to your PC.
- A copy of your certificate will also be mailed to you and should be received within 2 to 3 weeks.

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How to turn off Pop-up Blockers

Most of the online learning systems take advantage of pop-ups to present course material. If any pop-up blockers are present on your system they will prevent you from seeing course content.

Browser Pop-up Blockers
Internet Explorer 7.X+
1. Open Internet Explorer
2. Click on the **Tools** menu and put your mouse over **Pop-up Blocker**.
3. A tiny menu should expand to the right. Click on **Turn Off Pop-up Blocker**.
4. If the option for the pop-up blocker is not present your version of Internet Explorer either does not have this feature or you already have Internet Explorers pop-up blocker turned off.

Toolbar Pop-up Blockers

In addition to any internal browser pop-up blockers, toolbars can also contain pop-up blocker capabilities. Toolbars usually only affect the Internet Explorer browser.

1. Open Internet Explorer (version 7.0.x).
2. Click on the **View** menu and put your mouse over the **Toolbars** menu.
3. A tiny menu should appear to the right. Note the contents of that menu.
4. These toolbars may be named AOL Toolbar, AIM Toolbar, Yahoo Toolbar (Yahoo Companion), MyWebSearch, MSN Toolbar, WebAssistant, ViewPoint Toolbar, etc.
5. If any of these are present, we recommend uninstalling them.
6. Please close any instances of Internet Explorer that you may have open.
7. Click on the **Start** button within Microsoft Windows.
8. Depending on the version of Windows you are running, you should see an icon labeled **Control Panel**. With other versions of Windows you may see **Settings**, and then within **Settings** you will see a **Control Panel** icon.
9. Click on the **Add or Remove Programs** icon.
10. Within this window find the names of the toolbars that were listed before and uninstall them.

11. If the name of the toolbar is not present within the Add or Remove Programs menu, go back into Internet Explorer > View > Toolbars and uncheck any remaining toolbars by clicking on the name within the menu. This should at the very least disable the toolbar if it cannot be completely uninstalled.

*If you still have pop-ups being blocked than you may have another program on your computer that is blocking pop-ups. Some anti-virus software may include a pop-up blocker.

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How to install the latest version of Adobe Flash Player / Reader
1. Navigate to this URL
Flash Player: http://get.adobe.com/flashplayer/
Adobe Reader: http://get.adobe.com/reader/
2. Uncheck the "include in your download". This will enable you to only download the flash player and not the Google toolbar.
3. Click on "Download Now"
4. Wait for the bar at the top of the screen to show up. Once it is there click on it and select install.
5. Wait for the adobe download manager to pop up and download the flash player.
6. Click on "install" in the pop-up that appears.
7. Once it is finished installing you can continue with the module.

For any computer-related issues, please contact itHelp@durham.ca.

For any questions related to the content in the module, please contact DNIPAC@durham.ca.