



Home Care Information Network

Very few viewers encounter problems accessing HCIN video-streamed seminars over the Internet. If you do experience a problem, we ask that you review the answers to the most frequently asked questions we get from our viewers before attempting to contact us. You will most likely find the answer you are looking for on this page.

If your question is not answered below and you continue to experience a problem you can contact us via e-mail or at our toll-free number (866-436-7047). When you send us an e-mail, we ask that you include a brief description of the problem that you encountered and your contact information. We will respond to your e-mail or phone call as soon as possible during normal business hours.

HCIN's normal business hours are Monday – Friday, 8:30 A.M. – 4:30 P.M. CST.

If you would like to download a copy of these FAQs and answers, please [CLICK HERE](#).

Online Support – Frequently Asked Questions

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SYSTEM REQUIREMENTS

1. Do I need a high speed Internet connection to access the HCIN courses?

Yes, you will need to have a high speed connection (DSL or cable) to view the video streamed courses that we offer. If you attempt to access a course over a dial-up connection the video may not play at all or may buffer excessively. We do not support access over a dial-up connection.

2. Can the courses be viewed on a MAC as well as a PC?

Yes, courses can be viewed on both types of computers, although some features may not work properly on a MAC. If you are trying to view on a MAC, please make certain software is installed that will let you run Windows Media Player. Some MAC users have reported problems printing course completion certificates. If you encounter this problem, please access from a PC to print certificates.

3. Do I need any special hardware?

The computer that you use to access HCIN courses must be equipped with a sound card and speakers or headphones.

4. What software do I need to view the HCIN courses?

If you are accessing courses from a PC you will need to have up-to-date copies of the following:

- Browser (for example, Internet Explorer 6 SP1, Firefox version 2 or higher)
- Windows Media Player 9 or higher
- Windows 2000, XP, 2003 or Vista
- MAC users will need OS X

5. How can I tell if I have current versions of required software?

If your computer has been purchased in the last 4-5 years, it is likely that you already have needed software installed. To check software version numbers for Microsoft products, open the application and click on "help" then on "about." This will open a screen that will display the software version number.

6. What do I do if I do not have a current version of Windows Media Player or a browser?

You can download current versions of these applications for no cost:

- To download the most recent version of Windows Media Player (11) go to:
www.microsoft.com/windows/windowsmedia/download/

- To download the most recent version of Internet Explorer (7) go to:
www.microsoft.com/windows/downloads/ie/getitnow.mspx
- To download the most recent version of Firefox (2) go to:
<http://www.mozilla.com/en-US/firefox/>

7. What are the symptoms indicating that a current version of Windows Media Player is not installed?

If you are using an old version of Windows Media Player the video stream will try to start but will not run smoothly. The sound will break up and the video will stop and start. Download and install a newer version of WMP and attempt to start the video stream again.

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VIEWING PROBLEMS

8. What do I do if a current version of Windows Media Player is installed but the audio and video are breaking up or will not start at all?

This is usually an indication that your computer's cache is full and needs to be emptied. To address this problem you will need to delete temporary Internet files that are stored on your computer. If you are using Internet Explorer do this by clicking on "Tools" on the browser menu bar and then on "Internet Options." Select "Delete Temporary (Internet) Files" and then click on "Yes." This will not harm your computer in any way.

9. When I click on a link to view a presentation I am taken back to the login page, now what do I do?

This is also an indication that your computer's cache may be full. Please follow the instructions immediately above.

10. I can see the video but I can't hear the audio, what can I do to fix this?

If the video is playing but you can not hear the presenter, please make certain that your computer speakers are plugged in and turned on. Also make certain that you have not muted the sound on your computer.

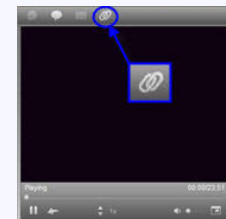
11. I have current version of Windows Media Player and have emptied the cache, but still can't start the presentation. Now what do I do?

If you are attempting to access the seminar from an office computer connected to a network, contact your technical support person to make certain that there is nothing blocking the video stream. With the growing popularity of sites like You Tube, a number of companies have blocked access to online video. If nothing is blocking the video stream and you are still having a problem, please send us an e-mail and we will contact you to see if we can determine the source of your problem.

12. I am having trouble finding the handouts in the presentation I am viewing. Where is the "details" link?

If you have viewed our programs in the past, you may be used to looking for the "details" link to access the handouts for a presentation. We have upgraded to a new version of the presentation player and now the "details" link has a new look and name.

Instead of looking for the "details" link, you will now find the handouts in the "Presentation Links" tab, which is located above the video and looks like two paperclips, or two links of a chain intertwined, as the picture to the right shows.



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LOGGING IN

13. I placed my order with HCIN and have not received my login information or any confirmation for the program(s) I purchased?

HCIN's policy is to send a confirmation for any program(s) purchased via email using the email address that was supplied on the order form we received. If you are waiting for confirmation, please try the steps below:

A) We recommend that you first check your messages in the email account you provided us with. It is very common for the confirmation email we send you to get filtered into either a Junk or Spam folder. Depending on the type of order you place, the confirmation email you will receive is sent

from either vieweraccess@homecareinformation.net or an individual HCIN Customer Service Representative's email address ending in "stony-hill.com" or "homecareinformation.net".

B) If for any reason the email you supplied to HCIN on the order form was spelled incorrectly or hard to read, it is possible that the email we send will not reach you. In this case, we will most likely call to verify your email address and confirm your order with you over the phone.

C) If the email address you provided was correct and you still have not received confirmation, please keep in mind that HCIN's policy is to have your order processed and confirmation sent to you (within normal business hours) on the same day of your order or within 24 hours of receiving it when your order is received at the end of the day. Orders are normally processed as soon as they are received.

D) If you still have not received confirmation after checking the above information, and it has been more than 24 hours since you sent your order, and your order was received on a normal business day, then please give us a call to inquire about your order and make sure there were no problems with us receiving it.

14. What do I have to do when I login into my account for the first time?

The first time you login you will need to sign the viewer acknowledgement. When this is done your course catalog will open. Your HCIN administrator must initialize (activate) courses so links to your courses will display. Until these two steps are complete you will not be able to access your courses.

15. What do I do if I enter my login name and password but my course catalog does not open?

Begin by making certain you are using the correct organization id, login and password. None of these items is case sensitive. If you have changed your login and password at any time you need to make certain you are using the new login and password, not the old one. If you have forgotten your login and/or password, please follow the instructions below.

16. What do I do if I have forgotten my login and/or password?

If you have forgotten your organization id, login or password contact the individual in your organization who administers HCIN use.

17. How do I change my password or login name so it is easier to remember?

If you have need to change your login or password contact the individual in your organization who administers HCIN use. Only they will be able to make these changes. Once changed, the next time you want to access your courses you will need to use the new login and/or passwords that changed for you.

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ONLINE TESTING

18. How do I take the test to get credit for completing the course?

To receive credit for completing an HCIN course you will need to complete an online post test. You can access the test by clicking on "Start Test" in your course catalog or by clicking on the post test button in the viewer window. When you do this a brief course evaluation form will open. You need to complete this form before you will be given access to your test.

19. I am unable to access the test by clicking the post test button in the viewer window, what should I do?

If you experience problems being able to access your test by clicking on the post test button in the viewer window, simply close the viewer window and open the test from your course catalog by clicking on "Start Test."

20. Is there a time limit for completing the test?

You will have 60 minutes to complete the online test for the course that you have viewed. Your online session will time out if you do not complete the test in this time period.

21. If I do not pass the test, can I take it again?

Your online test will be automatically graded when you click on the "Submit" button. If you do not get a passing grade (typically of 70%), you

will be able to retake the test again. When you login to re-take the test you will not have to complete a course evaluation.

22. How do I print my course completion certificate(s)?

Your certificate will be available immediately after you have passed your test. You can view and print the certificate by clicking on "Your Certificates" in the Viewer Menu and then clicking on the link to the completion certificate you want to print. Then follow the instructions on the screen. Please note: some problems have been encountered by MAC users when trying to print certificates. If you encounter this problem, please access from a PC to print.

23. My test results are not displayed in testing history and a certificate is not available, what do I need to do?

HCIN's software automatically posts test results to your viewer account and creates a completion certificate when you pass a test. Some users have mistakenly assumed that completion of the evaluation is sufficient to generate a certificate. To verify that you have successfully passed a test, try to take the test again. If there is a record of your test on file a message will be displayed telling you that you have already passed.

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