



NSF INTERNATIONAL MEDICAL DEVICE eLEARNING PROGRAM FAQ



USING THIS COURSE

- > How long do I have to complete the course from date of purchase?
- > I registered for a course but I don't see it.
- > How long is each course?
- > Do I have to complete the course in one sitting?
- > How do pass a course?
- > I did not receive a certificate but I passed the exam.
- > I did not pass the exam; what can I do?
- > When taking a course is it possible to go back and review?
- > My course is showing as passed; can I still review it?
- > My course is closed but I have not taken it yet.
- > Can I take the course on a Mac? PC? Mobile device?
- > Can I print out the material?
- > Can I revisit the material once I have taken the course?

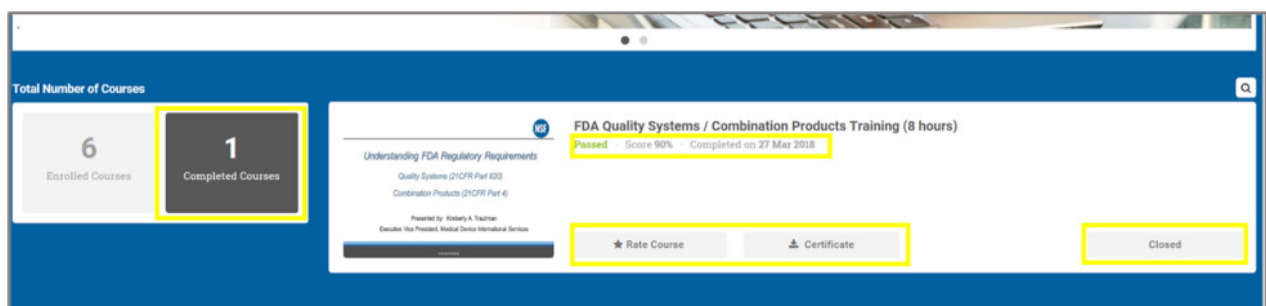
CERTIFICATIONS

- > Can I get RAPS RAC credits for NSF's eLearning courses?
- > Can I get continuing education units (CEUs) for NSF's eLearning courses?

HOW LONG DO I HAVE TO COMPLETE THE COURSE FROM DATE OF PURCHASE?

- > From the date of purchase, you have 30 days to complete the course (for a course bundle, you have 30 days total for all five courses).
- > Completion is determined by a passing score of 80% or higher on the final assessment.
- > Once you complete a course, the course expires and you no longer have access to the course or its content. The course will move on your dashboard to the Completed Courses section and will show as closed.
- > From here you can see your passed status, score and completion date; rate the course and print your certificate of completion

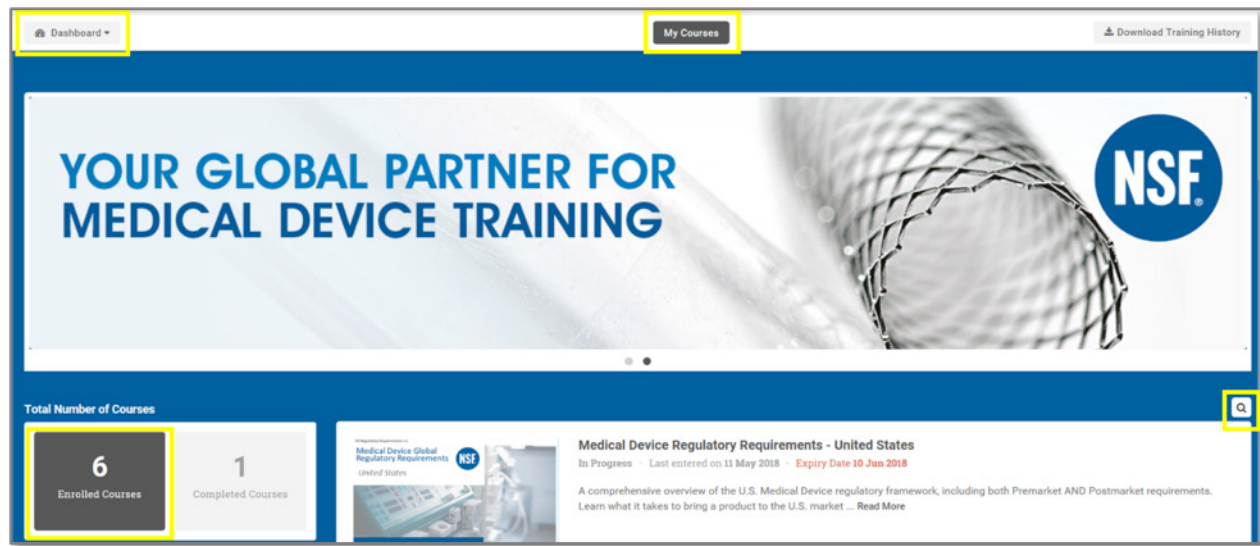
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I REGISTERED FOR A COURSE BUT I DON'T SEE IT

- > When you log into the eLearning portal, you will see your dashboard. Select My Courses and then scroll down to view the courses you are currently enrolled in.
- > If you cannot see a course (and have completed other courses), you may be on the Completed Courses screen. Select Enrolled Courses to view currently enrolled courses.
- > You can also select the magnifying glass icon to search for a course by course title.
- > If you still do not see the course, email **NSFMDTraining@nsf.org** for assistance.

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HOW LONG IS EACH COURSE?

- > Courses are between 1.5 and 2.5 hours long, including the competency assessment. Timeframes are content based. Course length is defined at the beginning of each course.

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DO I HAVE TO COMPLETE THE COURSE IN ONE SITTING?

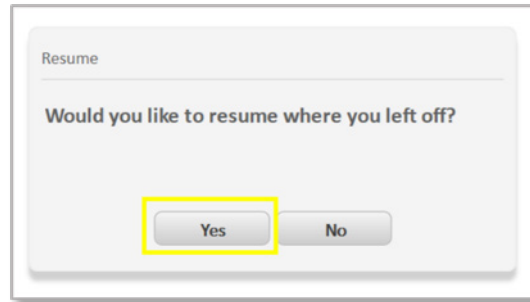
- > No, you can exit a course and return at any time as long as the exam has not been completed, and it is still within the 30-day course time frame.
- > When you return to eLearning Portal eLearn to continue the course, select resume.

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- > The course opens and a pop-up window appears asking "Would you like to resume where you left off?" Select Yes and you will be returned to the last screen viewed.

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HOW DO I PASS A COURSE?

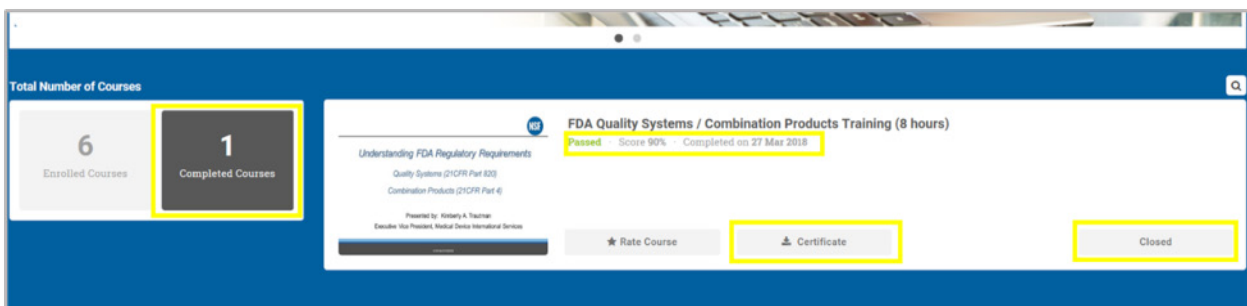
- > Each course includes a competency assessment at the end of the material. You will be prompted to take the exam/assessment once the course material has been completed. A passing score of 80% or higher is required. If you do not pass the exam/assessment on the first attempt, you can review the material and retake the exam at any time within the 30-day timeframe of your course. Once you pass the exam/assessment, you can print your certificate and the course will be closed.

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I DID NOT RECEIVE A CERTIFICATE BUT I PASSED THE EXAM

- > Go to your Completed Courses screen to find the course. From there you can print your certificate using the Certificate button.
- > If the course is not listed on this screen, return to Enrolled Courses to see if the course is still open. You must complete the exam/assessment and reach the results screen for completion to be recorded.

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I DID NOT PASS THE EXAM; WHAT CAN I DO?

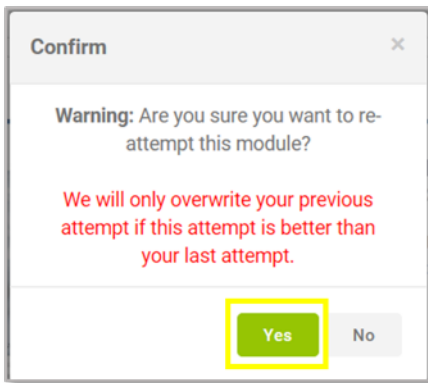
- > Return to your Enrolled Courses screen and locate the course.
- > Select Re-Attempt to open the course

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- > A pop-up window asks you to confirm you want to re-attempt. (Note: Within your 30-day course enrollment, you can re-attempt the exam/assessment as many times as you like. Only an attempt with better results will overwrite a previous attempt.)

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WHEN TAKING A COURSE IS IT POSSIBLE TO GO BACK AND REVIEW?

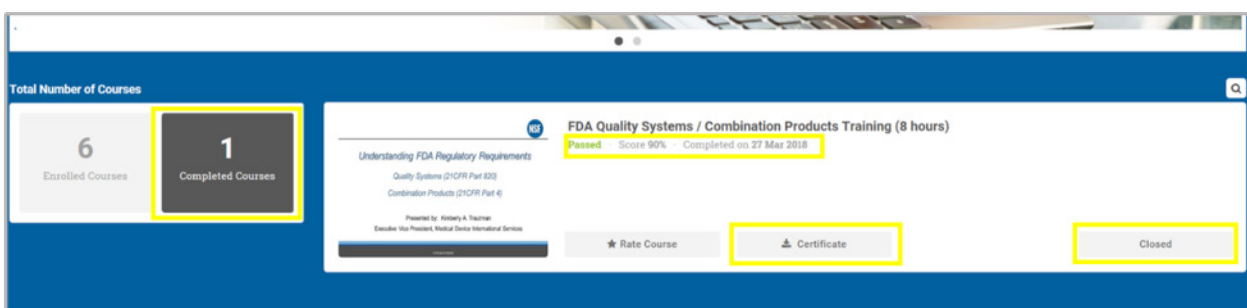
- > Yes. The navigation is locked moving forward but unlocked moving backward. Therefore, you can revisit any section of the course as long as you have not passed the final exam/assessment and the course is still active (within your 30-day window).

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MY COURSE IS SHOWING AS PASSED; CAN I STILL REVIEW IT?

- > Once the exam/assessment is passed, the course is considered complete and the content is no longer accessible.
- > For an unpassed course, you can select Re-Attempt to review the material and retake the exam/assessment.

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MY COURSE IS CLOSED BUT I HAVE NOT TAKEN IT YET

- > Your 30-day window has expired or you are not properly registered.
- > Contact an administrator at **NSFMDTraining@nsf.org** for more information.

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CAN I TAKE THE COURSE ON A MAC? PC? MOBILE DEVICE?

- > Yes, the courses run on Macs and PCs, as well as tablets and mobile devices such as Apple and Android phones and tablets.

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CAN I PRINT OUT THE MATERIAL?

- > No. The material cannot be printed out.

CAN I REVISIT THE MATERIAL ONCE I HAVE COMPLETED THE COURSE?

- > No. Once you have completed the course and successfully passed the exam, the course will expire and you cannot regain access.

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CAN I GET RAPS RAC CREDITS FOR NSF'S eLEARNING COURSES?

- > Yes. To receive credit you will need to submit your printed training certificate and a brief description of the course directly to RAPS to receive RAC credits.

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CAN I GET CONTINUING EDUCATION UNITS (CEUS) FOR NSF'S eLEARNING COURSES?

- > We are currently unable to provide CEUs for the available courses. However, we are working to secure CEUs for the Global Regulatory Requirements Course series, to include all countries available in our program (Australia, Brazil, Canada, Japan and the United States). Check back later for more information.

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