

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 EPCOR website. 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 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. My institution purchased the Electronic Resource License. How can all curriculums and recommended publications be accessed?

A. Refer to the [Getting Started](#) document for steps on how to access one publication or course at a time or how to access all curriculums and recommended tools/publications. Once you have completed your registration to the Electronic Resource License – Complete Library in the online store, you will have access to all the curriculums and recommended tools/publications via our Learning Management System (LMS) at <https://www.pathlms.com/epcor>.

Q. Can I register other users for the courses included in the License?

A. No, each individual must have a valid EPCOR user name & Password to register for the tools, publications or courses included in the License. If a Username & Password is needed, please follow the steps listed above to create an account for the user.



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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.

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. All pop-up blockers and privacy software blockers should also be turned off.

Q. What should I do if the course isn't advancing?

A. Some 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 might 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), 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 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 40 on-demand training courses and more than 20 publications/tools included in the Electronic Resource 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 are courses/publications listed within the License?

A. Courses and Publications are listed individually for those wanting to access a tool, publication or course one at a time. However, in 2020, EPCOR arranged all courses within the “Electronic Resource License - Complete Library” by curriculum’s to easily assign courses to staff. Recommended publications for each curriculum were also added.

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. Your Electronic Resources License subscription now automatically renews, with the current year’s courses and publications being available January 1 - December 31 of each year. We will automatically renew your License and bill you annually until you notify us in writing that you would like to cancel your subscription. Refer to *Auto-Renew FAQs* for additional information.

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. Your institution will be provided with SCORM files via ShareFile for all On-Demand courses. Please contact Member Support at memserve@epcor.org.



IF YOU HAVE ADDITIONAL QUESTIONS,
PLEASE CONTACT MEMBER SUPPORT BY EMAIL AT
MEMSERVE@EPCOR.ORG OR BY PHONE AT 800.500.0100.