

## WIC Learning Online Frequently Asked Questions and Technical Support

### Registering for the course:

- *When I try to register for the course I receive a message that "...Skillport has not finished initializing your desktop settings...please try again..." I have tried multiple times and still receive this message. What do I need to do to make this work?*

It is important to make sure your computer meets the requirements for running WIC Learning Online. Here are a couple things you can do:

1. Download the most current version of Java at <http://www.java.com/en/download/index.jsp>. Once it is installed, close out your browser and try again.
2. Run a test of your computer at <http://browser.skillport.com/bh/default.asp> to determine if your computer is configured correctly to run WIC Learning Online. This information is also available in document form at [http://documentation.skillssoft.com/en\\_us/skillport/8\\_0/ah/#45676.htm](http://documentation.skillssoft.com/en_us/skillport/8_0/ah/#45676.htm).
3. Try downloading the Firefox browser (free at <http://www.mozilla.com/en-US/firefox/ie.html>) and opening WIC Learning Online in that.
4. If none of these options work, we offer 24 hour technical assistance that can take you through checking your computer step by step:

For Technical Support (including problems creating a username/password):

**Please reference this Web site <http://wiclearning.skillport.com> when calling or emailing.**

Contact the SkillSoft Technical Support Team

E-mail: [support@skillssoft.com](mailto:support@skillssoft.com)

Phone: 1-866-SKIL-HELP (866-754-5435).

Available 24 hours a day, 7 days a week.

- *When I try to create a User ID I receive an error message that "the User ID you selected is already in use" however I have not registered for the course yet. How can this be?*

This message means that someone else is already using the User ID you selected. This can happen if you have a common last name. You will need to select another User ID (try adding numbers at the beginning or end to make the User ID unique).

- *When I create a User ID, how come I do not have the option to create a password?*

A password will be sent within 1-2 business days to the email address you provided during registration. If you do not receive your password, send a message to [wicworks@ars.usda.gov](mailto:wicworks@ars.usda.gov).

- *How do I change my password?*

Instructions for changing your password can be found at [http://www.nal.usda.gov/wicworks/WIC\\_Learning\\_Online/ChangePassword.pdf](http://www.nal.usda.gov/wicworks/WIC_Learning_Online/ChangePassword.pdf).

### **Receiving Continuing Education Credits:**

- *Select WIC Learning Online courses are approved for CPEUs by the Commission on Dietetic Registration and CERPs by the International Board of Lactation Consultant Examiners. This continuing education activity was approved by the Maryland Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Once you complete the test for each course with a 70% or higher score, you can print a certificate of completion. You must also complete the evaluation form for each course.*
  - **1 Credit Courses approved for dietitians and nurses**  
Value Enhanced Nutrition Assessment (1 credit)
  - **1 Credit Course approved for dietitians, nurses, and lactation consultants**  
WIC Breastfeeding Basics (1 credit)  
*CERPs allocated by IBCLE: Approval #C1220068 (1 L-CERP)*
  - **1.5 Credit Course approved for dietitians and nurses**  
Feeding Infants Nourishing Attitudes and Techniques (1.5 credits)
- *How do I print a certificate of completion?*

Instructions for printing a certificate of completion or progress report can be found at [http://www.nal.usda.gov/wicworks/WIC\\_Learning\\_Online/PrintCertificates.pdf](http://www.nal.usda.gov/wicworks/WIC_Learning_Online/PrintCertificates.pdf).