

Instructions

To advance through the course, click on each section and read through the material or watch the video. **After completing each section, click on “Complete Lesson.”** You must do this for ALL sections, including “Instructions,” “Required Course Forms,” etc. After completing a section, click on the next section that shows below “Congratulations” to advance to the next section.

Click on “Course Outline” on the far left to navigate to any section.

TRACKING LOG - Keep track of the time you spend during each study session. You will need to complete and return the Tracking Log included in the “Required Course Documents” section in order to receive your certificate.

VIEWING VIDEOS – Use high-speed internet if possible. If the video is taking a long time to buffer, try clicking on “HD” in the video controls below the image and selecting a lower resolution.

PRINTING - You can download and/or print one time any documents that are part of your course. Please do not share these with others unless they are clearly meant to be shared.

QUIZ - Depending on the course, you will be required to take one or more quizzes. You do not have to complete the quiz all at once; you can answer some of the questions, then save the quiz and finish it later. You must achieve a score of 75% or better to pass the quiz but you will have more than one chance to pass it. You can retake the quiz at any time by clicking “Reset Quiz.”

CERTIFICATE - After successfully passing the quiz, return the three required documents (Tracking Log, Course Evaluation Form, and Student Information Form) to Klose Training to receive your certificate by email. You may return these three documents via fax, email, or regular mail.

Email: registration@klosetraining.com

Fax: 303-245-0334

Klose Training

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Lafayette, CO 80026

EXPIRATION - You have 3 months of access starting on the day you received the email with your username and password. The expiration date is shown in that same email and on your invoice. In order to review the content after you have completed the course, click on the “Completed Courses” tab located under “My Courses.”

QUESTIONS - Contact Klose Training at **303-245-0333**, 8:00 a.m. – 4:30 p.m. MST.

ONGOING SUPPORT – The instructor of your course can answer questions about challenging patients. You will receive your instructor’s contact information with your Certificate of Completion. You can also find their email in the biography that is included in the course manual.