

## Viewing Pointers for the MIEMSS Online Training Center

- **Important!** Web browsers: The MIEMSS Online Training Center is a web-based program that can run on numerous internet browsers (Chrome, Safari, Internet Explorer, FireFox, etc.). MIEMSS has identified a browser conflict that effects certain versions of Google Chrome. This conflict prevents some, but not all, video items in course materials from playing normally. If you are affected by this conflict, MIEMSS recommends viewing the content with another web browser.
- **With any web browser:** If difficulty is encountered when viewing course content, consider adjusting the basic internet setting configurations, such as turning off the pop-up blocker and/or allowing browser cookies. You can also try switching to a different browser. More information on internet browsers can be found on the main page of the MIEMSS Online Training Center ([www.emsonlinetraining.org](http://www.emsonlinetraining.org)).
- **Program loading:** Viewing content on the MIEMSS Online Training Center is dependent on many factors, such as internet connection speeds and administrative firewall configurations. Occasionally content will load slowly or video segments will freeze. Switching to a different internet browser or computer may be necessary. If you are using a computer at your firehouse or place of employment, you may need to check with the organization's computer support staff.
- **Saving your progress:** Once all topics are viewed, an exit button will appear in the content. The protocol course is designed to enable viewing in more than one sitting. Should you need to exit the course prior to completion, use the **exit activity** button on the web page. When you return at a later time, choose yes to resume the course where you last left off. The program is designed to start where you left off.
- **Credit for course completion:** In order to receive credit for completion of the Maryland EMS Update 2017, you must successfully complete the quiz with a grade of 70% or greater. The quiz can be accessed even if all course content topics are not marked as completed. Your credit will appear in your continuing education records within 10-14 days.

For further assistance, contact the MIEMSS Office of Licensure and Certification at 800-762-7157, 410-706-3666, or [onlinetraining@miemss.org](mailto:onlinetraining@miemss.org).



