



FAQ and user guide for the RC (UK) Learning Management System (LMS)

Contents

What is the minimum hardware specification?	2
What software do I need to view the LMS?.....	2
I have forgotten my password.....	3
My login details are invalid.....	3
Accessing my account	4
I can't launch the course using my browser	5
I can't view the course after launching.....	6
The course has loaded but I cannot find a 'next' or 'continue' button.....	7
I can't find my course certificate.....	7
How do I know the system is recording my progress?	8
The site has said I've lost connection to the LMS – what does this mean?	10
Service Support Contacts	11



What is the minimum hardware specification?

The RC (UK) LMS will run on the following minimum hardware specification and above. However, the faster your computer, the better the content will run. We recommend the following minimum specifications:

Processor	1 GHz or faster
RAM	512MB or higher
Screen resolution	1024x768 monitor display size
Audio	16 bit audio; speakers or headphones are required
Video	16 bit graphics
Input devices	Keyboard and Mouse
Assistbe technologies	Jaws 10

[To the top](#)

What software do I need to view the LMS?

The RC (UK) LMS will work with most popular operating systems and browsers, although it has been specifically designed to work with the following:

Operating systems:

- Windows XP
- Windows Vista
- Windows 7
- Mac OSX 10.4 and 10.5

Browsers versions:

- Internet Explorer 8 and 9
- Firefox 3 - 20
- Safari 5
- Google Chrome 8 - 26

Players and plug-ins:

Adobe Flash Player 8 or higher – we recommend updating to the latest version, follow the link to download this: <http://get.adobe.com/flashplayer/>

Adobe Acrobat Reader 6 or higher to view PDF resources, follow the link to download this: <http://get.adobe.com/uk/reader/>

[To the top](#)



I have forgotten my password

If you have forgotten your password, you can request this by going onto the RC (UK) LMS portal login page. Click on the **'Forgotten your username or password?'** link. You will receive emails with instructions and new pass code to reset your password.

You are not logged in ([login](#))

Welcome to the RC (UK) Learning Management System (LMS)

Returning to this site?

This website is best viewed at 1024 x 768 or higher resolution.
Login here using your username and password (Cookies must be enabled in your browser)

Username

Password

[Forgotten your username or password? Click here](#)

Frequently asked questions?

- [What is the minimum hardware specification?](#)
- [What software do I need to view the training?](#)
- [My login details are invalid](#)
- [I can't view the course using my browser](#)
- [I can't find my course certificate](#)

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Service Support Contacts:
For technical enquiries, contact Epic.
Click here to email | Tel 01273 320 605 (Mon-Fri 09:00 - 17:30 GMT)

For general course enquiries, contact your registered course administrator.

For the RC (UK) contact:
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Email: enquiries@resus.org.uk

[To the top](#)

My login details are invalid

If you are accessing the site using the link sent in your confirmation email, you will be applying a single-use confirmation code to the system that has already been recorded, resulting in the invalid log in message being displayed. Please do not use your confirmation email to reach the login screen. Use the RC (UK) LMS main page <http://www.elearning-resus.org.uk/> to login and bookmark the site for future reference.

If you have registered but your account was not activated within a week of submitting your registration form, your confirmation email may have expired. Your details will have been cleansed from the LMS for security reasons, and so you'll need to complete your registration again.

[To the top](#)



Accessing my account

The first time you login to your account, you will be asked to change your password. You will also be required to complete a registration form, which will become your profile, and accept the terms and conditions for using the RC (UK) LMS. Once you have completed the registration form, click on 'home' link which will take you to the course page as shown below:



Under the “**Navigation**” tab, extend ‘**my profile**’ by clicking onto the link. As shown below, you can change your password, edit profile and so on:



[To the top](#)



I can't launch the course using my browser

In order to launch the course content, you need to have JavaScript enabled. This should be enabled by default, but if you need to change your browser settings, please follow these steps:

 <p>Internet Explorer</p>	<ol style="list-style-type: none">1. Go to the 'Tools' menu and select 'Internet Options'2. Select the 'Security' tab3. If the security level is set to 'Medium-high' or lower JavaScript will already be enabled.4. If the security level is set to 'Custom' click on the 'Custom level' button, scroll down to the 'scripting' section and enable 'Active scripting' <p>If using Internet <i>Explorer 9</i></p> <ol style="list-style-type: none">1. Select the Tools menu (represented by the cog icon) at the top of the screen. (If this is not visible, press the ALT + X keys, to the left of your spacebar on your keyboard.) Next, select Internet Options.2. Select the 'Security' tab on the new window.3. Security should be set to 'Medium-High'. Click on 'Custom Level'4. In the new window, scroll down to the scripting section and select 'Enable'.5. Click on 'OK', and then click on 'OK' on the Internet options window6. Re-start your browser.
 <p>Fire fox</p>	<ol style="list-style-type: none">1. Go to the 'Tools' menu and select 'Options'2. Select the 'Content' tab3. Make sure the 'Enable JavaScript' check box is ticked



 <p>Google Chrome</p>	<ol style="list-style-type: none">1. Click on the spanner icon in the top right of the browser, and select 'Options'.2. A new tab will open. On the left side of the browser, select 'Under the Hood'.3. In the 'Privacy' section, select 'Content Settings'.4. In the JavaScript section, select 'Allow all sites to run JavaScript (recommended)'.5. Close the tab down. Refresh the page. JavaScript should now be enabled.
 <p>Safari</p>	<ol style="list-style-type: none">1. Go to the 'Edit' menu and select 'Preferences'2. Select the 'Security' tab3. Make sure the 'Enable JavaScript' check box is ticked.

[To the top](#)

I can't view the course after launching

If the course content is not displayed, the most likely reason is that you do not have the Flash Player plug-in installed, or you may have an older version of the Flash Player. If this is the case, a message will be displayed in the browser window instructing you to visit the Flash Player download site to get the latest version (<http://www.adobe.com/products/Flashplayer/>). We recommend that you always have the latest version of the player installed.



Alternatively you may receive a message saying that your Flash player has blocked access to the content. To change your Flash Player security settings, follow these steps:

1. In your browser, go to http://www.macromedia.com/support/documentation/en/Flashplayer/help/settings_manager04.html.
This launches the Global Security Settings panel on the Macromedia website, which controls the security settings of Flash Player on your PC.
2. In the Global Security Settings tab, tick the box 'Always Allow'.
3. There is not a Confirm or OK button, so just close your browser to save the settings.
4. Re-launch the course; the content should now be displayed correctly.

[To the top](#)

The course has loaded but I cannot find a 'next' or 'continue' button

The first thing to try is to press the F11 key with the course window open – this removes the frame of the browser, displaying more of the screen's active area. To restore your browser's frame, press F11 again.

The course is designed to run at a resolution of 1024 x 768 or higher. If you are running the course at a lower resolution, you may find that you are unable to view all of the content displayed on screen. If you are using a notebook or a laptop to access the course, you are likely to encounter this issue, particularly with notebook, as it is not capable of reaching this resolution. Once you have set your screen resolution to the correct setting, you will find the 'next' or 'continue' button visible in the lower right hand corner of the screen.

[To the top](#)

I can't find my course certificate

Your Course certificate is released on successful completion of the following steps:

1. You have completed the pre-course MCQ's
2. You have successfully passed the course
3. You have completed the course evaluation form

Once the above steps are complete, your course administrator will complete the final administrative tasks and 'release' your certificate. The course administrator may not



do this immediately and if you have not been able to access your certificate you should contact the centre in the first instance to check whether they have 'released' it.

Your released certificate will be stored on the RC (UK) LMS and can be downloaded at any time. You can locate these by going to “**my profile**” page and at the bottom off the page, click “**view my certificates**” link as shown below:

Year of birth:	1987
Course profiles:	ALS Master - do not delete - 29/01/2013
First access:	Thursday, 5 July 2012, 4:40 PM (299 days 18 hours)
Last access:	Saturday, 16 February 2013, 7:19 PM (73 days 15 hours)
Certificates:	View my certificates

[To the top](#)

How do I know the system is recording my progress?

For each module, there is a list of topics and beside these there is a blue dynamic heart. As you go through these topics from start to finish, these blue hearts will be filled indicating that you have completed the topic. Note that the knowledge based test, “**check your knowledge**” is also part of the module and therefore you will need to attempt these in-order to complete the entire module (the results of these do not count towards your final mark).

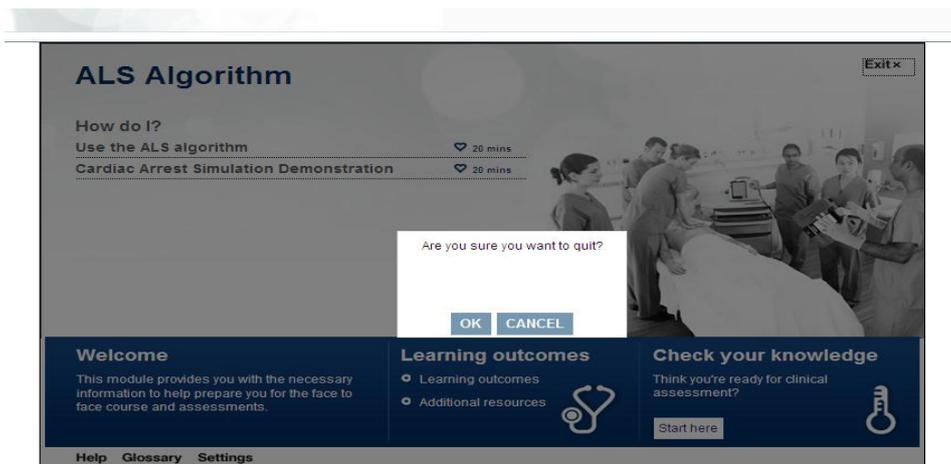
The screenshot displays the 'ALS Algorithm' module interface. At the top left, the title 'ALS Algorithm' is shown. Below it, a list of topics is provided: 'How do I?' (20 mins), 'Use the ALS algorithm' (20 mins), and 'Cardiac Arrest Simulation Demonstration' (20 mins). A yellow callout box labeled 'Progress recorded' points to the heart icons next to the first two topics. On the right side, there is a 'Knowledge based test' section with a yellow callout box. At the bottom, there are three main sections: 'Welcome' (providing introductory information), 'Learning outcomes' (listing 'Learning outcomes' and 'Additional resources'), and 'Check your knowledge' (with a 'Start here' button). A 'Help Glossary Settings' footer is visible at the very bottom.

If you have completed all parts of the module but this is not showing as complete, your progress may not have recorded correctly. This is most likely to have been caused by a dropped connection or by exiting the course incorrectly.

To exit the course correctly, please ensure that you use the **Exit button** within the module window, as shown below:



When you click the Exit button, you will be presented with an “Are you sure you want to quit?”



After confirming, you will be taken to the course page where you launched the module. You should now see a tick next to the completed module shown below:



If you find that your progress still hasn't been recorded correctly when you return to the course page, you can go back to the module and revisit any pages that you have already seen until you return to the correct page.

[To the top](#)

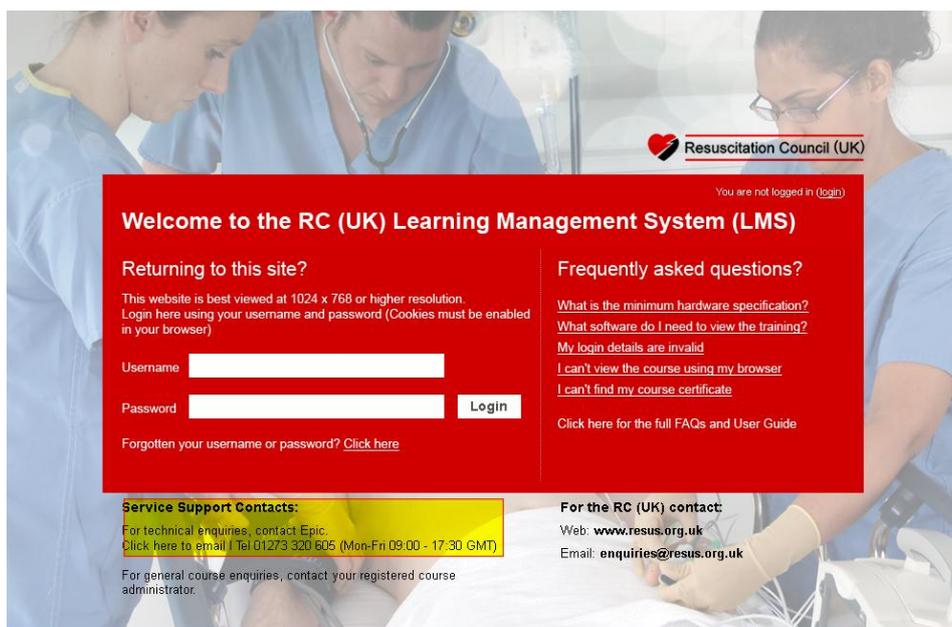
The site has said I've lost connection to the LMS – what does this mean?

Of the hundreds of people completing the course on a daily basis, a small percentage may experience a tracking/communication problem. It is not just a problem for this site; this is happening on most learning management system worldwide - but is rarely talked about. We understand that this may be small consolation if you are one of the people who has spent a lot of time and has been unable to access the course.

The reason for this happening:

The reason is a break in communication between the courseware and the Learning Management System (LMS). Due to the course being stored locally (caching) it will progress you through it without needing contact with the LMS until the score or the page location is sent when you 'exit'. If the connection has dropped the score will not get onto the database.

If you have had this problem, please let the Epic Service know and their contact details is located on the main RC (UK) LMS portal page as shown below:



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[To the top](#)



Service Support Contacts

For **technical** enquires (e.g. can't login, course content not launching, video not working etc.), contact Epic Service Desk. Their contact details can be found on the RC (UK) LMS main portal page.

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For general course enquiries (e.g. requesting a transfer, cancelling a course etc.) contact your registered course centre.

[To the top](#)