

ANSWERS TO FREQUENTLY ASKED QUESTIONS

ONLINE TESTING

How do I take the test to get credit for completing the course?

To validate your HCSSA educational training experience, you will need to complete an online post test after you view each course. You can access the test by clicking on “Start Test” in your course catalog or by clicking on the post test button in the viewer window. When you do this a brief course evaluation form will open. You need to complete this evaluation form before you will be given access to your test.

Is there a time limit for completing the test?

You will have 60 minutes to complete the online test for the course that you have viewed. Your online session will time out if you do not complete the test in this time period.

If I do not pass the test, can I take it again?

Your online test will be automatically graded when you click on the “Submit” button. If you do not get a passing grade (typically of 70%), you will be able retake the test again. When you re-take the test you will not have to complete a course evaluation again.

How do I print my course completion certificate(s)?

Your certificate will be available immediately after you have passed your test. You can view and print the certificate by clicking on “Your Certificates” in the Viewer Menu and then clicking on the link to the completion certificate you want to print. Then follow the instructions on the screen. Please note: some problems have been encountered by MAC users when trying to print certificates. If you encounter this problem, please access from a PC to print.

My test results are not displayed in testing history and a certificate is not available, what do I need to do?

HCIN’s software automatically posts test results to your viewer account and creates a completion certificate when you pass a test. Some users have mistakenly assumed that completion of the evaluation is sufficient to generate a certificate. To verify that you have successfully passed a test, try to take the test again. If there is a record of your test on file a message will be displayed telling you that you have already passed.