

eLearning Prenatal Education Program – Troubleshooting

Online Childbirth Education

Frequently Asked Questions

1. What is the eLearning program?

The Gift of Motherhood eLearning program is an interactive course with audio, videos and games that will allow you to understand all aspects of pregnancy and childbirth. The Breastfeeding eLearning program is an interactive course containing audio, videos and quizzes to help address questions you may have about breastfeeding.

2. What do I need in order to view the program?

You'll need the most recent version of [Adobe Flash](#), a fast internet connection (DSL, Cable or other broadband) and [Adobe Reader](#). You'll also need a computer with sound and speakers or headphones to hear the audio.

3. How do I use it?

Read the information just like you would a traditional book – click on the edge of the book to turn the pages. Also, be sure to click on all of the icons to learn more. Some icons open a video or animation, others give you added information. If you see a word in green, you can move your mouse over it to learn the definition. Be sure to click on the buttons below the flipbook that contain information about your hospital and community.

4. What if I'm having difficulty?

First, make sure your internet connection is working by visiting some other websites. Then, make sure you have the newest version of [Adobe Flash](#). You may need to uninstall the previous version of Flash before you install the new version. For instructions on how to uninstall Flash, visit their support site [here](#).

5. What if I can't see anything?

It may take a few minutes for the program to load. When internet access is slow, the program may load more slowly than normal. If, after a several minutes, nothing appears, try restarting your computer.

6. What if the videos don't work?

Give the videos a moment to load and make sure you have the latest version of Flash. If it still doesn't work, try restarting your computer.

7. What if my code doesn't work anymore?

Try reentering the code, making sure there are no spaces before or after the code. If that does not work, contact the administrator at our Women's Resource Center at 214-633-6640 make sure the code is still active.

System Requirements

Hardware

- . Sound Card
- . Speakers or Headphones
- . Updated Video Card
- . Approximately 512MB RAM
- . 1 Ghz processor (recommended)
- . Access to a nearby printer (optional)

Software

- . Active X controls enabled
- . Pop-ups turned ON
- . Latest version of Adobe Macromedia Flash
- . The latest version of Adobe Acrobat Reader installed
- . Internet Explored 6.0 or higher, FireFox or Safari
- . Full Accessories installed with Windows operating system
- . High Speed Internet access
- . Java enabled

Breastfeeding Education

Frequently Asked Questions

1. What is the Breastfeeding eLearning program?

The Breastfeeding eLearning program is an interactive course with audio, videos and quizzes to help address questions you may have about breastfeeding.

2. What do I need in order to view the program?

You'll need the most recent version of [Adobe Flash](#), a fast internet connection (DSL, Cable or other broadband) and [Adobe Reader](#). You'll also need a computer with sound and speakers or headphones to hear the audio.

3. How do I use it?

A list of chapters appears on the right-hand column. Some pages contain light blue bars. Click on a bar and it will expand to show information. Also, be sure to click on all of the icons to learn more. Some images open a video or animation; others give you added information. If you see a word in green, you can move your mouse over it to learn the definition. Be sure to click on the buttons below the program that contain information about your hospital and community.

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How To Access eLearning from Mobile Devices


iPhone, iPad or Android Devices

- You will need to download another app to view the program on your tablet.
- Search for the “Puffin Web Browser” app and download the free version called Puffin Browser Free – Fast & Flash.
- Open the Puffin App on your device.
- Enter the web address provided by your facility.
- Enter your access code and tap “Go.”




Puffin Browser Plus - Fast & Flash 12+
CloudMosa, Inc. >

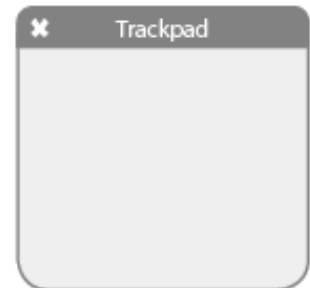
Kindle Fire or Nook Color

- Kindle Fire – turn your flash settings on. This is located under Settings/Behavior/Enable Flash.
- Open your web browser and enter the web address provided by your facility
- Enter your access code and tap “Go.”
- “Notes” option does not work on Nook Color
- To access PDF attachments, tap on the  icon in bottom left corner.



All Mobile Devices

- Check to make sure your volume is on and adjusted correctly.
- Make sure you have the latest version of Acrobat Reader installed.
- To view animation on page 26
 - Tap on  icon in the top right corner.
 - Select “mouse” in the bottom right.
 - A track pad will appear that is controlled by clicking and holding with both fingers and moving the magnifier glass over image.



For more information about the eLearning program, visit our website or contact the Women’s Resource Center at 214-633-6640.